



Please answer the following questions.

Question	Comment	Answers
<p>Provide a comprehensive company overview, including years of operation and experience working with national and International Non-Governmental Organizations (INGOs).</p>	<p>To provide as attachment (At least 3 references letters from INGOs)</p>	
<p>Detail your geographical coverage capacity within Lebanon, specifically focusing on Beirut&amp; Mount Lebanon, Bekaa, South and Baalbeck hermil.</p>	<p>To provide details in the Answers column or as attachment. To include the total number of offices over Lebanon. In addition, to mention the number of offices in each of the following locations: BML: Bekaa: South: Baalbeck Hermil:</p>	
<p>Provide a comprehensive overview about your web application for payment management. (Refer to the scope of work)</p>	<p>To provide details in the Answers column or as attachment.</p>	
<p>Do you guarantee the ability to disburse cash to beneficiaries in both USD and LBP denominations at any given time in all FSP offices across all Lebanon?</p>	<p>Yes/No. If yes, please elaborate.</p>	
<p>Confirm that mode of fund would be Primarily through</p>	<p>Yes/No. If yes, please elaborate. Regarding</p>	



<p><b>bank transfers (for Both USD and LBP) with the cash disbursement option.</b></p>	<p><b>the LBP transfer, if the bank transfer is not an option, please confirm that the cash deposit is accepted</b></p>	
<p><b>Explain how you will assure sufficient cash liquidity across all relevant offices to meet Nabad’s beneficiary disbursement needs at all times.</b></p>	<p><b>To provide details in the Answers column or as attachment.</b></p>	
<p><b>Outline a comprehensive security and anti-fraud strategy for your payment mechanism.</b></p>	<p><b>To provide details in the Answers column or as attachment.</b></p>	
<p><b>Detail specific measures to mitigate risks such as fraud and mistaken identification. This should include procedures for verifying beneficiary information.</b></p>	<p><b>To provide details in the Answers column or as attachment.</b></p>	
<p><b>Please list all the beneficiary’s identifications documents required for payments withdrawal</b></p>	<p><b>To provide details in the Answers column</b></p>	
<p><b>What is the timeframe for executing the payments after its requested/uploaded to FSP system?</b></p>	<p><b>To provide the exact working days needed to execute the payment to beneficiary once the request is sent by Nabad Team. Please select one of the following options: Immediately Within one working day Between 1-2 working days</b></p>	
<p><b>Clearly define the complaints process and timeframes for resolving</b></p>	<p><b>To provide details in the Answers column or as attachment.</b></p>	



<p><b>the complaints such that: modifying beneficiary data, transaction technical issues, lost/stolen means of payment or malfunctions during withdrawal/disbursement processes.</b></p>		
<p><b>Describe the available support channels for beneficiaries to address technical or other inquiries, as well as a method for filing complaints. Examples of acceptable support channels including hotline or email address.</b></p>	<p><b>To provide details in the Answers column or as attachment.</b></p>	
<p><b>Indicate whether you can assign a dedicated project focal point to serve as Nabad's primary contact person for this project.</b></p>	<p><b>Yes/No. If yes, please elaborate.</b></p>	
<p><b>Confirm if your system can automatically calculate fees associated with each transaction.</b></p>	<p><b>Yes/No. If yes, please elaborate.</b></p>	
<p><b>The system should be equipped to facilitate refunds of any amount from a beneficiary account back to Nabad's main account in case of cancellations or blocked transactions. Confirm that this is possible.</b></p>	<p><b>Yes/No. If yes, please elaborate.</b></p>	
<p><b>What are your standard working hours and days?</b></p>	<p><b>Please provide details in the Answers column.</b></p>	
<p><b>Please confirm if your system can provide Nabad with the following:</b>  <b>1- Extract (SOA) at any time during the month.</b>  <b>2- Extract the paid and</b></p>	<p><b>Yes/No. If yes, please elaborate.</b></p>	



<p>unpaid transactions report at any time during the month.</p> <p>3- Confirm if the reports can be extracted directly by Nabad team or at FSP level.</p>		
<p>Are you able to provide Nabad with the copies of the beneficiaries' receipts and IDs? If yes, please confirm how this will be provided:</p> <ul style="list-style-type: none"> <li>• The scanned copies will be uploaded to the FSP system and Nabad team can have direct/live access to download?</li> <li>• The scanned copies will be sent via email upon request.</li> <li>• No scanned copies, only hard copies will be provided to Nabad, please specify the timeframe.</li> </ul>	<p>Yes/No. If yes, please elaborate.</p>	
<p>Confirm the methodology of naming the scanned copies in the system is as per the unique transaction number of each payment</p>	<p>Yes/No. If No, please elaborate.</p>	
<p>To sign a Data sharing agreement for preserving confidentiality</p>	<p>Yes/No</p>	