**Project title:** Call for Proposals for Cash Transfer Agencies/Mobile Cash Transfer Services in Kurdistan and Iraq-Framework Contract

**ITB/RFP No: HA-IQ-ITT-008**

##### **SUBJECT:** Call for Proposals for Cash Transfer Agencies/Mobile Cash Transfer Services in Kurdistan and Iraq-Framework Contract

Dear Mr/Ms

Following your enquiry regarding the publication of the above-mentioned invitation to tender, please find enclosed the following documents, which constitute the tender dossier.

Any request for clarification must be received by Human Appeal in writing at least 2 working days before the deadline for submission of tenders. Human Appeal will reply to bidders' questions at least within 1 working days after receiving the question from the bidder’s.

Costs incurred by the bidder in preparing and submitting the tender proposals will not be reimbursed.

We look forward to receiving your tender at the email address & by enclosed sealed envelope specified in the Instructions to Bidders before 5:00 PM, 14-Jan-2024 as stated in the procurement notice.

If you decide not to submit a tender, we would be grateful if you could inform us in writing, stating the reasons for your decision.

Yours sincerely,

Supply chain Team

This ITB document contains the following:

* This cover Letter
* Section 2: Bid Data sheet
* Section 3: Human Appeal Invitation to bid general terms & condition
* Section 4: Pricing Proposal
* Section 5: Bidding form
* Section 6: Company Profile and Previous Experience
* Section 9: Suppliers Ethical Standards Declaration
* Section 8: Additional Information on Specifications of Good

Sections highlighted in grey must be completed by the bidder.

**SECTION 2**

**BID DATA SHEET**

1. **BACKGROUND DATA**

|  |  |
| --- | --- |
| Contract Name: **Call for Proposals for Cash Transfer Agencies/Mobile Cash Transfer Services in Kurdistan and Iraq-Framework Contract** | Contract Number: **HA-IQ-ITT-008** |

This bid is issued by Human Appeal (Human Appeal office in Iraq-Erbil any correspondence can be addressed the following address office. Erbil-Dream City Villa #1159.

1. **SCOPE OF SUPPLY**

The Contracts eligible for bidding are:

|  |
| --- |
| **Description of the supply contract** |
| Must have following criteria ,  Official company registration/ISO certification will be prefer.  Experience with other NGOs/Private /Public sectors /with good reputation.  Vendor with Best Value & Qualities.  Supplier who offer Free Transportation.  Vendor who have flexibility& cooperation condition during contract period. |

1. **DEADLINE FOR SUBMISSION**

The deadline for submission of bids is5:00 PM, 14-Jan-2024. After advertisement. Late bids will not be accepted.

1. **MANNER OF SUBMISSION:**

Please submit your bids in accordance with the requirements detailed below:

Complete sealed bid documents stamped and signed shall be hand delivered to email address:

[prmta.tender@humanappeal.org.uk](mailto:prmta.tender@humanappeal.org.uk) not later than 5:00 PM, 14-Jan-2024. Iraqi time.

**Very important: in addition Completed sealed envelope signed &stamped (Hard Copy) shall be hand delivered to Human Appeal office, Erbil, Dream city ,Building 1159.** Not later than 5:00 PM, 14-Jan-2024.. Iraqi time

1. **ASSESSMENT CRITERIA**

Award of the contract(s) will be based on the following:

**Step 1: Administrative compliance check**

Bidders must provide evidence of the following for their bid to be considered compliant:

1. Sections 5-7 completed, signed and stamped
2. Bidder has included a copy of their valid business licence

**Step 2: Technical Evaluation**

A Technical Evaluation of all bids received will be conducted to shortlisted bidders. Criteria that will be used to evaluate and score the bids are outlined in Section 3, Clause 25

**Step 3: Financial Evaluation**

Price in comparison to Human Appeal established expectation and in comparison to other bidders of comparable technical quality

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Description** | **To be filled by bidder** | | **To be filled by Human Appeal bid committee** | | |
|  | **Included?** | | **Present & complete?** | | **Comments** |
| **Step/ document to be submitted with tender** | **Yes** | **No** | **Yes** | **No** |  |
| Complete tender package delivered before the deadline specified in Section 2 - Bid Data Sheet - **Compulsory** |  |  |  |  |  |
| Section 4 –Technical description of the goods – completed, signed & stamped – **Compulsory** |  |  |  |  |  |
| Section 5 – Bidding Form – completed, signed & stamped – **Compulsory** |  |  |  |  |  |
| Section 6 – Pricing proposal - signed & stamped – **Compulsory** |  |  |  |  |  |
| Section 7 – Company profile & experience – completed, signed & stamped – **Compulsory** |  |  |  |  |  |
| Section 8 – Additional Information on Specifications of Goods – completed, signed & stamped – **Compulsory** |  |  |  |  |  |
| Section 9 – Supplier ethical standards declaration – signed & stamped – **Compulsory** |  |  |  |  |  |
| **Supporting documents** |  |  |  |  |  |
| Copy of company registration – **Compulsory** |  |  |  |  |  |
| Copy of tax registration – **Compulsory** |  |  |  |  |  |
| Copies of past contracts/ POs as proof of experience |  |  |  |  |  |
| Copies of Company Director(s) ID – **Compulsory** |  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **To be filled in by Human Appeal bid committee only** | **Eligible** | **Ineligible** |
| **Outcome of administrative eligibility check.** |  |  |

**SECTION 3**

**Human Appeal Invitation to bid - General terms & conditions**

1 **SCOPE OF BID**

1.1 The bid is based on the scope of the assignment as determined in the Bid Data Sheet (Section 2). The instruction to bidders should be read in conjunction with the Bid Data Sheet.

1.2 The successful Bidder will be expected to complete the assignment by the Intended Completion Date specified in the contract to be signed

2 **ELIGIBLE BIDDERS**

2.1 A Bidder shall meet the following criteria to be eligible to participate in Human Appeal procurement:

a) The bidder, at the time of bid, is not:

i. insolvent;

ii. in receivership;

iii. Bankrupt; or

iv. Being wound up

b) The bidder’s business activities have not been suspended;

c) The bidder is not the subject of legal proceedings for any of the circumstances in (b); and

d) The bidder has fulfilled his or her obligations to pay taxes and social security contributions. In a case where VAT is included in a bid, a copy of the VAT certificate must accompany the bid. A Bidder, and all parties constituting the Bidder including sub-contractors, shall not have a conflict of interest. All Bidders found to have a conflict of interest shall 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 Human Appeal regarding this bidding process

2.2 A Bidder whose circumstances in relation to eligibility change during a procurement process or during the execution of a contract shall immediately inform the Human Appeal.

2.3 Human Appeal reserves the right to refuse a bid at any time if the bidder or one of its sub-contractors provided material support or resources to any individual or entity that commits, attempts to commit, advocates, facilitates, or participates or is found guilty of fraud, active corruption, collusion, coercive practice, bribery, involvement in a criminal organization or illegal activity, or immoral human resources practices, including but not limited to: child labor, non-discrimination, freedom of association, payment of the legal national minimum wage, and forced labor.

**3 ONE BID PER BIDDER PER WORK**

Each Bidder shall submit only one Bid per contract. A Bidder who submits or participates in more than one bid per contract will cause all the bids with the Bidder’s participation to be rejected.

**4 COST OF BIDDING**

The Bidder shall bear all costs associated with the preparation and submission of his Bid,

**5 OBTAINING AND COMPLETING BIDDING DOCUMENTS**

5.1 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Document. Failure to furnish all information or Human Appeal shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Documentation required by the Bidding Document may result in the rejection of the bid.

**6 CLARIFICATION OF BIDDING DOCUMENT**

A prospective Bidder requiring any clarification of the Bidding Document shall contact the Human Appeal l in writing. The Human Appeal will respond in writing to any request for clarification before the deadline for clarification of bids. The Human Appeal shall forward copies of its response to all Bidders who have acquired the Bidding Document, including a description of the inquiry but without identifying its source.

**7 LANGUAGE OF BID**

7.1 The bid, as well as all correspondence and documents relating to the bid shall be written in English.

7.2 Supporting documents and printed literature that are part of the bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern.

**8 DOCUMENTS COMPRISING THE BID**

8.1 The bid submitted by the Bidder shall comprise the following:

- Signed and stamped Contractor’s bid in Section 5

- Any other information and documents requested in Section 5.

- Pricing proposal (as in Section 4)

- Company Profile and Previous experience (as in Section 6)

- Additional information on specification of Goods (as in Section 8)

- Signed and stamped Supplier Ethical Standards Declaration in Section 7

**9 BID PRICE FOR SUPPLY CONTRACT**

9.1 Bid prices are for the complete quantity of items required; quantity in each category of items cannot be reduced.

9.2 Items for which no rate or price is entered by the Bidder will be as not quoted.

9.3 Unless otherwise specified in Section 2 - the Bid Data Sheet, all duties, taxes and other levies payable by the contractor under the contract, shall be included in the total bid price submitted by the bidder.

9.4 For bidder subject to VAT, VAT should be mentioned in the offers

9.5 The Bidder is reminded that it is entirely his responsibility to ensure the accuracy of his bid. No alteration will be made to the bid after its submission on the grounds of any arithmetical errors subsequently discovered.

**10 CURRENCIES OF BID AND PAYMENT**

All prices shall be quoted by the Bidder in **IQD**, unless otherwise stated. Similarly,

**11 BID VALIDITY**

11.1 Bids shall remain valid for a period of 30 calendar days after the date of the bid submission deadline as prescribed by Human Appeal. A bid valid for a shorter period shall be rejected as non-compliant.

11.2 In exceptional circumstances, prior to the expiration of the bid validity period, the Human Appeal may request Bidders in writing to extend the period of validity of their bids. A Bidder must conform in writing his acceptance of the extension. In case of extension, modification of the bid is not permitted.

**12 FORMAT AND SIGNING OF BID**

The Bidder shall prepare one set of bid documents per contract that he wishes to bid for. The bidder should hold a copy of the documents with himself, for reference purposes.

**13 SEALING AND MARKING OF THE BID**

13.1 The envelopes shall:

(a) Be addressed to Human Appeal email [prmta.tender@humanappeal.org.uk](mailto:prmta.tender@humanappeal.org.uk) WITH Indicate (**PR-MTA Tender)** IN EMAIL SUBJECT LINR

as well as **Complete sealed envelope bid documents Stamped and signed (Hard Copy) shall be hand delivered to Human Appeal office, Erbil, Building 1159.** Not later than 5:00 PM, 14-Jan-2024 Iraqi time

(b) Bear the Contract number

**14 DEADLINE FOR SUBMISSION OF BIDS**

Bids must be received by the Human Appeal at the address given and no later than the date and time indicated in Section 2 - the Bid Data Sheet.

**15 LATE BIDS**

The Human Appeal shall not consider any bid that arrives after the deadline for submission as stipulated in Section 2 – the Bid Data Sheet. Any bid received by the Human Appeal after the deadline for submission of bids shall be declared late and rejected.

**16 WITHDRAWAL AND REPLACEMENT OF BIDS**

16.1 A Bidder may withdraw or replace its bid after it has been submitted at any time before the deadline for submission of bids by sending a written notice, signed by an authorized representative. Any corresponding replacement of the bid must accompany the respective written notice.

**17 CONFIDENTIALITY**

17.1 Information relating to the examination, evaluation, comparison, and post-qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until information detailing the best evaluated Bidder is communicated to all Bidders.

17.2 Any effort by a Bidder to influence the Human Appeal in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its bid.

17.3 From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the Human Appeal on any matter related to the bidding process, it should do so in writing.

**18 BIDS VALIDATION**

18.1 The Human Appeal determination of a Bid’s validity is to be based on the contents of the bid itself, which cannot be corrected if determined to be invalid

18.2 A valid bid is one that complies with all the terms, conditions, and specifications of the Bidding Document, without deviation or omission, which affects, or could affect;

i. the scope, quality, or performance of the Works specified in the Contract; or

ii. Limits in any substantial way, the Human Appeal rights or the Bidder’s obligations under the Contract

**19 EVALUATION OF BID**

19.1 The Human Appeal shall examine the legal documentation and other information submitted by Bidders to verify eligibility, and then will review and score bids according to the following criteria;

a) Quality of the product according required specifications. Human Appeal evaluates samples for testing

b) Price in comparison to Human Appeal established rate

c) Overall timeframe for the delivery of the requested goods

d) Demonstrated excellence in service, support and warranties

e) Thoroughness of quotation preparation

f) Quality, reputation and performance of supplier

g) Adherence to Ethic, environmental, anti-corruption Human Appeal policies

h) Earlier experiences and documentation proven in the tender documents, related to the service required under this contract

19.2 The Human Appeal reserves the right to reject all bids, and re-tender if no satisfactory bids are submitted

**20 FAILURE PROCEDURE**

20.1 Any bidder who has not been awarded a contract, will be notified in writing

**21 SIGNING OF CONTRACT**

21.1 Upon receipt of the Letter of Acceptance, the Human Appeal shall call the successful Bidder to sign the Contract.

21.2 Within an agreed timeframe, the successful Bidder shall sign, date, and return the Contract to the Human Appeal.

Note: if you require further query regarding tender please contact this email before deadlines:

[**Procurement.iraq@humanappeal.org.uk**](mailto:Procurement.iraq@humanappeal.org.uk)

**SECTION 4:**

**Financial Proposal**

Please attach

### Responsibilities under national legislation vs INCOTERMs: National legislation is typically applicable in national tender while in international one the applicable Incoterms should be predefined.

The products will be purchased according to INCOTERM 2010: **DDP + Mosul governorate-Iraq**

**SECTION 5:**

**BIDDING FORM**

**Please provide information against each requirement.**

Additional rows can be inserted for all questions as necessary. If there is insufficient space to complete your answer in the space provided, please include on a separate attachment with a reference to the question.

1. **Bidder’s general business details**
2. **General information**

|  |  |
| --- | --- |
| **Company name:** |  |
| **Any other trading names of company:** |  |
| **Registered name of company (if different):** |  |
| **Nature of primary business/trade:** |  |
| **Primary contact name:** |  |
| **Job title:** |  |
| **Phone:** |  |
| **Email:** |  |
| **Registered Address:** |  |
| **Business licence number:** |  |
| **Country of registration** |  |
| **Registration date:** |  |
| **Expiry date:** |  |
| **Legal status of company (eg. partnership, private limited company, etc.)** |  |

1. **Owners/Managers**

Please fill in the below table with the full names and the year of birth of the company’s owner(s) and manager(s)\*:

|  |  |
| --- | --- |
| **Full name** | **Year of birth** |
|  |  |
|  |  |
|  |  |
|  |  |

1. **Company bank account details:**

|  |  |  |
| --- | --- | --- |
| Beneficiary name: |  |  |
| Beneficiary account no.: |  |  |
| Beneficiary Bank: |  |  |
| Bank branch: |  |  |
| SWIFT: |  |  |
| IBAN: |  |  |
| Bank address: |  |  |

1. **References**

Please provide details of at least 3 client references whom Human Appeal may contact, preferably from NGOs and UN agencies, for similar related works:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Client/company name** | **Contact person** | **Phone** | **Email** | **Contract details (works, location, size, value, etc)** |
| 1. |  |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |
| … |  |  |  |  |

1. **Equipment**

Please provide details of any relevant machinery/equipment/vehicles owned by the company that would potentially be used for this contract (do not mention rented items):

|  |  |
| --- | --- |
| **Type of machinery/ equipment/ vehicles** | **Quantity** |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |
| … |  |

1. **Defects Liability/Guarantee Period**

Please provide details below of the defect liability and guarantee period you offer on the products supplied under this contract:

|  |
| --- |
|  |

1. **Bid Validity**

Please confirm the validity of your bid below (in calendar days):

|  |
| --- |
|  |

1. **Confirmation of Bidder’s compliance**

We, the Bidder, hereby certify that our tender is a genuine offer and intended to be competitive and we confirm we are eligible to participate in public procurement and meet the eligibility criteria specified in the Invitation to Bid. We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

The following documents are included in our **Bid**: **(please indicate which documents are included by ticking the boxes below).**

|  |  |
| --- | --- |
| **Documents** | **Included** |
| Section 4: Pricing Proposal; completed, signed and stamped | ☐ |
| Section 5: Bidding form; completed, signed and stamped | ☐ |
| Section 6: Company Profile and Previous Experience; completed, signed and stamped | ☐ |
| Section 7: Supplier’s ethical standards declaration; completed, signed and stamped | ☐ |
| Section 8: Additional Information on Specifications of Goods; completed, signed and stamped | ☐ |
| Copy of valid business licence | ☐ |

We understand that Human Appeal is not bound to accept the lowest, or indeed any bid, received.

We agree that Human Appeal may verify the information provided in this form itself or through a third party as it may deem necessary.

**We confirm that Human Appeal may in its consideration of our offer, and subsequently, rely on the statements made herein.**

|  |  |
| --- | --- |
| Name of Signatory: | Tel N°: |
| Title of Signatory: | Name of Company: |
| Signature & stamp: | Date of Signing: |
| Address: |

**SECTION 6**

**COMPANY PROFILE AND PREVIOUS EXPERIENCE**

The Bidder is requested to:

1. Submit the **Company Profile**
2. Complete the following **Previous Experience** **Table** listing the contracts.
3. Submit **evidences of previous experience** in form of Contracts.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **Name of Project / Type of work** | **Total value of the performed works (....)** | **Duration of the works contract** | **Starting date** | **Ending date** | **Contracting Authority and Place** |
| **1** |  |  |  |  |  |  |
| **2** |  |  |  |  |  |  |
| **3** |  |  |  |  |  |  |
| **4** |  |  |  |  |  |  |
| **5** |  |  |  |  |  |  |
| **…** |  |  |  |  |  |  |

**SECTION 7**

**SUPPLIER’S ETHICAL STANDARDS DECLARATION**

Human Appeal as a humanitarian organization expects its suppliers and contractors to have high ethical standards. This declaration will be kept on file for a period of 10 years and should be updated every year or more often as appropriate.

Human Appeal staff may perform spot checks to verify that these standards are adhered to. Should Human Appeal deem that the supplier fails to meet, or is not taking appropriate steps to meet, these standards, any and all contracts and agreements with Human Appeal may be terminated.

Anyone doing business with Human Appeal shall as a minimum;

1. Comply with all laws and regulations in effect in the country or countries of business;
2. Meet the ethical standards as listed below; or
3. Positively agree to the standards and be willing to implement changes in their organization.
4. **Anti-corruption and suppliers compliance with laws and regulations:**
   1. The supplier confirms that it is not involved in any form of corruption.
   2. Where any potential conflict of interest exists between the supplier and any of the supplier’s staff members with any Human Appeal staff member, the supplier shall notify Human Appeal in writing of the potential conflict. Human Appeal shall then determine whether action is required. A conflict of interest can be due to a relationship with a staff member such as close family etc.
   3. The supplier will immediately notify senior Human Appeal management if exposed for alleged corruption by representatives of Human Appeal.
   4. The supplier shall be registered with the relevant government authority with regard to taxation.
   5. The supplier shall pay taxes according to all applicable national laws and regulations.
   6. The supplier warrants that it is not involved in the production or sale of any weapons including anti-personnel mines.
5. **Conditions related to the employees:**
   1. No workers in our company will be forced, bonded or involuntary prison workers.
   2. Workers shall not be required to lodge “deposits” or identity papers with their employer and shall be free to leave their employer after reasonable notice.
   3. Workers, without distinction, shall have the right to join or form trade unions of their own choosing and to bargain collectively.
   4. Persons under the age of 18 shall not be engaged in work which is hazardous to their health or safety, including night work.
   5. Employers of persons under the age of 18 must ensure that the working hours and nature of the work does not interfere with the child’s opportunity to complete his/ her education.
   6. There shall be no discrimination at the work place based on ethnic background, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.
   7. Measures shall be established to protect workers from sexually intrusive, threatening, insulting or exploitative behavior, and from discrimination or termination of employment on unjustifiable grounds, e.g. marriage, pregnancy, parenthood or HIV status.
   8. Physical abuse or punishment, or threats of physical abuse, sexual or other harassment and verbal abuse, as well as other forms of intimidation, shall be prohibited.
   9. Steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in, the course of work, by minimizing, so far as is reasonably practicable, the causes of hazards inherent in the working environment.
   10. Wages and benefits paid for a standard working week shall meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. Wages should always be enough to meet basic needs.
   11. Working hours shall comply with national laws and benchmark industry standards, whichever affords greater protection. It is recommended that working hours do not exceed 48 hours per week (8 hours per day).
   12. Workers shall be provided with at least one day off for every 7 day period.
   13. All workers are entitled to a contract of employment that shall be written in a language they understand.
   14. Workers shall receive regular and documented health and safety training, and such training shall be repeated for new workers.
   15. Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.
   16. Accommodation, where provided, shall be clean, safe and adequately ventilated, and shall have access to clean toilet facilities and potable water.
   17. No Deductions from wages shall be made as a disciplinary measure.
6. **Environmental conditions:**
   1. Production and extraction of raw materials for production shall not contribute to the destruction of the resources and income base for marginalized populations, such as in claiming large land areas or other natural resources on which these populations are dependent.
   2. Environmental measures shall be taken into consideration throughout the production and distribution chain ranging from the production of raw material to the consumer sale. Local, regional and global environmental aspects shall be considered. The local environment at the production site shall not be exploited or degraded by pollution.
   3. National and international environmental legislation and regulations shall be respected.
   4. Hazardous chemicals and other substances shall be carefully managed in accordance with documented safety procedures.

We, the undersigned verify that we are in compliance with all applicable laws and regulations and meet the ethical standards as listed above, or positively agree to these ethical standards and are willing to implement necessary changes in the organization.

*DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*NAME OF SUPPLIER/COMPANY: ­­­­­­­­­ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*NAME OF REPRESENTATIVE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*COMPANY STAMP: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*