

Tender Notice

Contract title: Deliveries of Cash Payments

Project code: Various Projects

Tender number: IRQC000602

Procedure: Open International

Location: Erbil, Kurdistan, Iraq

Contracting Authority: Člověk v tísni, o.p.s. (People in Need, hereinafter PIN)

entered in the Register of Non-profit Organizations administered by the Municipal Court in Prague, Volume O, File 119

With its registered office at: Šafaříkova 635/24, 120 00 Prague 2, Czech Republic

Local Office Address Justice Tower, 5th Floor, Mosul Road - opposite to Sami Abdulrahman Park, 44001 Erbil, Kurdistan, Iraq

Represented by Monika Jamborová, as the Regional Head of Systems and Operations for MENA based on the power of attorney granted by Šimon Pánek, as a Director of the public benefit organization Člověk v tísni, o.p.s. (People in Need)

Part 1: Instructions to tenderers

I. SCOPE OF TENDER

Qualified tender offers (bids) are sought from competent contractors registered e.g. in Afghanistan, Iraq and/or KRI and Turkey for the following services: Deliveries of USD/local currency cash payments to various recipients (specified below) in:

- Syria
- Iraq
- Afghanistan

Tender is divided into four lots. Suppliers are encouraged to submit their offers to one, multiple or all lots. Each lot will however be assessed independently and PIN reserves the right to sign more than one contract(s) with supplier(s) who offered best conditions for particular lot(s). The winning supplier(s) will be required to enter into a service contract with fixed fee rate (price) for a period of 12 months, which can be prolonged for additional 12 months.

LOT 1 – Northwest Syria (NWS)

- Supplier delivers cash in Aleppo (West) and Idlib Governorates, in all districts of Northwest Syria which are not under control of GoS including Afrin and A'zaz

- Supplier delivers cash payments to recipients according to PIN requests in average amount 600,000.00 USD per week for LOT-1 with possible temporary increase up to amount of 1,000,000.00+ USD per week
- Delivery time for each cash payment shall happen within 2 days maximum (however the exact delivery schedule will be agreed with the supplier based on each request by PIN)

LOT 2 – Northeast Syria (NES)

- Supplier delivers cash in Raqqah, Deir Ez-Zor, Aleppo (East) and Al-Hasakah Governorates
- Supplier delivers cash payments to recipients according to PIN requests in average amount 350,000.00 USD per week for LOT-2 with possible temporary increase up to amount of 600,000.00+ USD per week
- Delivery time for each cash payment shall happen within 2 days maximum (however the exact delivery schedule will be agreed with the supplier based on each request by PIN)

LOT 3 – Iraq

- Supplier delivers cash in Iraq, including but not limited to Erbil, Duhok, Suleymaniya, Ninewa, Baghdad and Salahaddin governorates
- Supplier delivers cash payments to recipients according to PIN requests in average amount 30,000.00 USD per week with possible temporary increase up to amount of 100,000.00+ USD per week
- Delivery time for each cash payment shall happen within 2 days maximum (however the exact delivery schedule will be agreed with the supplier based on each request by PIN)

LOT 4 – Afghanistan

- Supplier delivers cash in Afghanistan, including but not limited to Kabul, Wardak, Balkh and Kapisa provinces
- Supplier delivers cash payments to recipients according to PIN requests in average amount 50,000.00 USD per week with possible temporary increase up to amount of 200,000.00+ USD per week
- Delivery time for each cash payment shall happen within 2 days maximum (however the exact delivery schedule will be agreed with the supplier based on each request by PIN)

Key requirements applicable for all LOTS:

- Based on accounts reconciliation, submission of originals of signed and stamped payment documentation (incl. distribution protocols, payment receipt notes and others) supplier invoices PIN for rendered services. Upon invoice submission PIN reimburses supplier in USD/EUR/IQD not later than within 10 days, preferably via bank transfer (**pending payments of invoices, however, must not be the reason for the supplier to stop other distributions for PIN**). Hence PIN operates in the **post-paid** system of reimbursement except for LOT 1 and 4 where pre-paid modality might also be used.
- Supplier must have a **USD/EUR/IQD bank account** inside the relevant countries of individual LOTS able to receive both in-country national as well as international wires. During the tender evaluation, it will be considered as an advantage if a supplier has a bank account registered in his/her business name (not a third party) **also outside** Iraq, Turkey and Afghanistan (see below).

- Suppliers are encouraged to include information about reimbursement in **cryptocurrencies** if they accept such method.

Additional requirements applicable for LOT 1 only:

- Supplier has to be able to provide payments in TRY in higher amounts (500 000+ TRY) and to distribute banknotes of small nominal value. Supplier will be reimbursed in USD or TRY and exchange rate will be fixed on the day of distribution based on the daily exchange rate market assessment
- Supplier has to be able to provide USD banknotes in small nominal values, in larger quantities for individual distributions

Additional requirements applicable for LOT 2 only:

- Supplier has to be able to provide payments in SYP in higher amounts (80M+ SYP) and to distribute banknotes of small nominal value. Supplier will be reimbursed in USD and exchange rate will be fixed on the day of distribution (supplier provides PIN the daily exchange rate market assessment based on verifiable resources (i.e. Syrian Pound Today, https://sp-today.com/en/currency/us_dollar)
- Supplier has to be able to provide USD banknotes in small nominal values, in larger quantities for individual distributions

Additional requirements applicable for LOT 3 only:

- Supplier has to be able to ensure smaller payments (up to 5,000 USD) in USD/IQD in remote areas.
- Supplier has to be able to operate and provide payments in various locations in Erbil governorate (Shaqlaw, Koya and other).
- Supplier has to be able to provide USD banknotes in small nominal values, in larger quantities for individual distributions

Additional requirements applicable for LOT-4 only:

- Supplier has to be able to distribute payments in AFA including banknotes of small nominal value. Supplier will be reimbursed in USD and exchange rate will be fixed on the day of distribution (supplier provides PIN the daily exchange rate market assessment based on verifiable resources (Sarai Shahzada Market, Khorasan Market, etc. <https://sarafi.af/en>)

For all lots, the types of cash provision include but are not limited to:

- Payments at Supplier's office – Supplier is releasing payment to recipient in accordance with distribution list in supplier's office.
- Payments at PIN's office – Supplier delivers payments at PIN office for operational expenses, payrolls, etc.
- Payments to providers of goods and services – Supplier delivers payments at the offices or domiciles of providers (food voucher suppliers, shop owners, etc).
- Cash distribution – Supplier releases payment to recipients at agreed place on agreed time (for example: teachers at school, community centres for cash grants, cash for work, etc).

- **Additionally, tenderers are encouraged to submit their proposals on electronic money transfers if they facilitate such methods**

Binding responsibilities and obligations of PIN and supplier(s):

- The supplier is responsible with providing PIN list of local financial delivery offices for purposes of internal background security check and their vetting with donors – see below;
- Before each payment, PIN shall provide to the supplier a distribution list for each distribution place/office with identification of recipients, currency type and amount of cash to be paid to each recipient;
- The supplier shall deliver full amount of money in cash and process payment to each recipient according to the provided distribution list and indicated currency. All the undeliverable payments need to be communicated to PIN responsible person;
- The supplier shall be responsible for checking the identity of the beneficiaries and obtaining their signature on the distribution list before handing them over the money. Associated paperwork needs to be taken care of by the supplier, later on collected by PIN responsible employees;
- PIN staff shall always monitor and be presented on the cash payments distribution sites and the supplier should, by all means, provide the support needed for PIN employees to oversee the distributions;
- Supplier has to be able to communicate through different means of communication (email, phone, WhatsApp...) in local languages and English.

The supplier undertakes to carry out the service in its own name. The supplier is allowed to sub-contract or transfer its obligations under the subsequent contract to third parties, however the supplier shall be responsible to PIN for execution of the service and performance of the contract. If the offer is submitted for a team, PIN requires reviewing all persons that will participate in the service pursued, as per the selection criteria stated below.

II. TENDERING

Tender documentation with detailed instructions for tenderers and forms to be filled by the tenderers can be obtained upon request via email: procurement.iraq@peopleinneed.cz while keeping monika.jamborova@peopleinneed.cz copied). **Tender forms and instructions included in tender documentation must be strictly followed otherwise the tender offer might be excluded.**

1. If any of the Tenderers **require any clarification relating to the tender**, such question should be sent to PIN by e-mail to the following e-mail address: procurement.iraq@peopleinneed.cz If PIN answers the question, **all other Tenderers will be copied the answer. Communication will be held through e-mail.**

To ensure that PIN could copy the answer to all tenderers, all Tenderers are advised to send their e-mail contacts to the above specified PIN e-mail address, or otherwise ensure that PIN knows their contact details.

In case the Tenderer does not inform PIN about corresponding e-mail address PIN will send the copy of the answer to any e-mail address available to PIN from public sources and then the Tenderer cannot claim that they/it did not know the same information as other Tenderers.

Questions could be answered only until 11/12/2022 COB.

Tender offers should not be dispatched before expiry of the period for questions under the preceding point II. 2. of this notice - if the Tenderer dispatches the tender offer before expiry of that period, they/it cannot claim that they/it did not know all information as other Tenderers.

1. Tender **offer must remain valid** for the period of **60 days** from the date of closing unless withdrawn in writing before the close of tenders.
2. The contract is concluded with winning tenderer(s) for each lot. Contract might be awarded to the same supplier for more lots and PIN reserves the right to conclude multiple contracts for each lot.
3. Should the winning tenderer(s) fail to provide to PIN the necessary cooperation to conclude the contract within the period of 30 days upon the tender results notice, PIN can conclude the contract with next-in-row best tenderer that shall be considered the winning tenderer. Should they fail to conclude the contract with the second-best tenderer within 15 days following the notice, PIN is allowed to cancel the tender.
4. Tender offers have to be submitted to PIN or sent by registered post to reach the PIN office **before closing date and time: 11:00 AM Iraq time, 18/12/2022** to following address: *Justice Tower, 5Th Floor, Mosul Road - opposite to Sami Abdulrahman Park, 44001 Erbil, Kurdistan, Iraq* and/or to following email address: secure.bid@peopleinneed.cz.

Bids received after the closing date & time will not be considered.

If delivered in hard copy, sealed envelope with PIN address should be marked with the following text:

SUBJECT: IRQC000602-Shared-Regional Hawala Service-Erbil

ORGANIZATION: PEOPLE IN NEED

DO NOT OPEN BEFORE 11:00 AM Iraq time, 18/12/2022

Envelope opening session will be held on **11:01 AM Iraq time, 18/12/2022**. Venue: *Justice Tower, 5Th Floor, Mosul Road - opposite to Sami Abdulrahman Park, 44001 Erbil, Kurdistan, Iraq* and the tenderers or their authorized representatives are invited to be present at the envelope opening.

III. QUALIFICATION AND EVALUATION CRITERIA

1. To accept or reject the tender is the responsibility of the **Tender Committee**, decision of which shall be final.
2. Each supplier must meet and properly prove the following **qualification criteria** with relevant documentation:
 - A. Filled, signed and stamped quotation form (Annex 1);
 - B. Filled, signed and stamped eligibility sworn statement (Annex 2);
 - C. Filled, signed and stamped list of local financial delivery offices and sub-offices (hawalas), detail overview/list of hawalas to be provided
 - D. Filled, signed and stamped Commercial Register record copy or other document certifying the registration with a government body and/or tenderer's tax registration, licences.

- E. Filled, signed and stamped List of previous partners among INGOs with 3x verifiable reference.
 - F. Filled, signed and stamped verifiable exchange rate resource for local currency distributions.
 - G. Filled, signed and stamped Bank details of tenderers' owned bank account(s) including the info on the (preferred) correspondent banks.
 - H. Other (*incl. proposals on electronical money transfers, reimbursement in cryptocurrencies, general information on tenderer, etcetera*)
1. The tender evaluation committee will evaluate and award the contract on the basis of the following **evaluation criteria**:
- A. Price (as per financial proposal, including any applicable taxes and fees) - **70% weight**
 - a. Filled out quotation form
 - B. Quality – **30% weight**
 - a. Previous experience working with international NGOs; providing the list of INGOs that supplier has worked with before in the relevant country=lot, incl. three verifiable references
 - b. Different bank accounts (different currencies based in different countries), banking details to be provided;
 - c. Other (tenderers are encouraged to submit e.g. their proposals on electronic money transfers and reimbursement in cryptocurrencies if they accept such methods).
 - d. Geographical coverage – the ability of the supplier to provide cash distributions in all areas mentioned herein. This criterion will be documented by a list of hawala teams/associates that the tenderer has in locations mentioned above.
2. **Evaluation method** (performance of evaluation criteria):
- A. Given rate for each modality line of the quotation form shall be multiplied by the share of modality/range in overall transferred amount for each LOT.
 - B. Each criterion in submitted offer marked according to following formula: Price A/Price B * criteria weight. Price A = most convenient criterion for PIN from all submitted offers (lowest price); Price B = actual criterion offered by the tenderer (price offered by the tenderer).
 - C. Evaluation criterion of (2) Quality will obtain between 0 and 5 points, 5 points being the maximum, 0 points the minimum (**as per below scoring system on quality**). Each criterion in submitted offer marked according to following formula: Value A/Value B * criteria weight. Value A = actual number of points received for quality; Value B = most convenient criterion for PIN from all submitted offers (highest number of points)

Scoring System on Quality of “Deliveries of Cash Payments” Tender

Score	Benchmark
5	Excellent response with no weaknesses shown and exceeds the requirement - also provides comprehensive, detailed, and convincing assurances that the services will be delivered to an excellent standard
4	A response that demonstrates real understanding and fully meets the requirements - offers assurances that the service delivered will be of a high standard
3	A satisfactory response which demonstrates a reasonable understanding of the requirements and gives reasonable assurance of delivery of services to an adequate standard, but does not provide sufficiently convincing assurance to be able to award them a higher mark
2	A response where reservations exist - lacks full credibility/convincing detail, and there is a significant risk that the response will not deliver/be successful
1	A response where serious reservations exist - the may be because, for example, insufficient detail is provided and the response has fundamental flaws, or seriously lacks credibility with a high risk of non-delivery
0	Response completely fails to address the criterion under consideration

IV. OTHER PROVISIONS

In case additional services would prove to be necessary for finalization of the activity for which this tender is published, PIN reserves the right to procure them from the winner of this tender under a negotiated procedure on the basis of a single tender if the potential extension of the contract for a value and duration wouldn't exceed the value and the duration of the initial contract awarded under this tender.

Tenderers will be notified about the results of the tender via e-mail within 7 working days after the conclusion of the tender.

V. Summary of requirements on tender offer

Tender offer (bid submitted by the tenderer) shall consist of the following documents:

No.	Document	Remarks
01	Sworn Eligibility statement (Annex 2)	filled, signed and stamped
02	Commercial Register record copy or other document	filled, signed and stamped

	certifying the registration with a government body and/or tenderer's tax registration, licences (if applicable)	
03	Price list in pre-described form (Annex 1)	filled, signed and stamped
04	List of previous partners among INGOs with 3x verifiable reference	filled, signed and stamped
05	List of local financial delivery sub-offices that provider cooperates with	filled, signed and stamped
06	For local currency distributions, PIN reimburses supplier in USD for which, supplier suggests the exchange rate using verifiable resource (if possible)	filled, signed and stamped
07	Bank details of tenderers' owned bank account(s) including the info on the (preferred) correspondent banks	filled, signed and stamped
08	Other (<i>incl. proposals on electronical money transfers, reimbursement in cryptocurrencies, general information on tenderer, etcetera</i>)	filled, signed and stamped

Part 2: Terms and conditions

I. EXCLUSION AND DISQUALIFICATION

1. PIN shall **exclude from the tender any bid of a tenderer** falling into any of the following cases:
 - a) They are **bankrupt** or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

- b) They or persons having powers of representation, decision-making or control over them have been **convicted of an offence** concerning their **professional conduct** by a judgement that has the force of res judicata;
- c) They have been **guilty of grave professional misconduct** proven by any means that the contracting authority can justify;
- d) They have **not fulfilled obligations relating to the payment of social security contributions or the payment of taxes** in accordance with the legal provisions of the country in which they are established or those of the Czech Republic or those of the country where the contract is to be performed;
- e) They or persons having powers of representation, decision making or control over them have been the subject of a judgment which has the force of res judicata **for fraud, corruption, involvement in a criminal organisation, money laundering or any other illegal activity**;
- f) They do **engage in the employment of children**, disrespect basic social rights and working conditions based on international labour standards;
- g) They have **engaged in the trafficking in persons** and have **provided any support** (direct or indirect) of **terrorism**, including the financing of terrorism, or transactions with persons connected with terrorism;
- h) They are currently subject to an **administrative penalty** imposed by donor or have been listed by the donor as **ineligible** for participation in award procedures financed by donor's money;
- i) Candidate might be excluded on the basis of another procurement procedure or grant award procedure financed by PIN or donor of the project, under which they have been **declared to be in serious breach of contract** for failure to comply with their contractual obligations;
- j) They or any of their employees, associates or other persons related to them provided technical assistance to PIN under that same procurement procedure.

Points (a) to (d) do not apply to the purchase of supplies on particularly advantageous terms from either a supplier which is definitively winding up its business activities, or the receivers or liquidators of a bankruptcy, through an arrangement with creditors, or through a similar procedure under national law.

Tenderers shall declare they are in none of the situations listed above by the signature of **Sworn eligibility statement** form.

2. Bids of tenderers shall be **disqualified** from the tender who, during the procurement procedure:
 - a) tenderer is subject to a **conflict of interest**;
 - b) tenderer has **not stated true facts** or has misinterpreted information required by PIN, or fails to provide timely such information or to provide required documents stated by PIN as condition for participation in the tender;
 - c) **tenderer does not meet the PIN qualification criteria** or requirements stipulated in the tender documentation.
 - d) tenderer has fulfilled the exclusion condition mentioned above in preceding article (Part 2, Article I.), points c) or i) **during the last 2 years** prior to the launch of the tender.

II. CODE OF CONDUCT FOR SUPPLIERS

In addition to the above conditions for disqualification, Code of Conduct for Suppliers defines all areas that PIN expects all of its suppliers at minimum to respect, and operate in ways that meet fundamental responsibilities in human rights, labour, environment and anti-corruption. The Code of Conduct is defined by the Ten principles of the UN Global Compact¹:

- Support and respect the protection of internationally proclaimed human rights;
- No involvement in human rights abuses;
- Freedom of association and recognition of right to collective bargaining;
- Employment is freely chosen, not forced or compulsory;
- No exploitation of children and child labour;
- No discrimination in respect of employment and occupation;
- Support a precautionary approach to environmental challenges;
- Accept greater environmental responsibility promotion;
- Encourage the development and spread of environmentally friendly technologies;
- Adhering to highest standards of ethical conduct behaviour, including: working against corruption and all its forms, conflict of interest disclosure, respect to local laws.

III. CANCELLATION OF THE TENDER/NON-CONCLUSION OF THE CONTRACT WITH THE WINNING TENDERER

PIN may cancel the announced tender or not conclude contract with the winning tenderer in the following cases:

	Case	Procedure
a)	PIN has not received any bid , or none of the bids received was qualitatively and/or financially worthwhile or all the bids received have been disqualified from the tender	PIN has the right to cancel tender and proceed according to chapter Application of exemptions (exemption A.b) or A.e)
b)	Major discrepancies have been found in the Tender Notice or other supporting documentation of the tender;	PIN has the right to cancel tender and announce a new tender
c)	Serious circumstances have occurred during the tender which prevent PIN to continue the tender	PIN has the right to cancel tender and proceed according to chapter Application of exemptions (exemption A.a)
d)	Only one bid , complying with the tender conditions, has been submitted	PIN has the right to cancel tender and proceed according to chapter Application of exemptions (exemption A.c)
e)	The winning tenderer refuse to sign contract with PIN, have not stated true facts in their bid or their bid is at dumping price or otherwise jeopardizes free competition in the market (e.g. forbidden supplier agreements, cartels, abuse of the leading position in the market).	PIN is entitled to either accept the bid of the bidder whose bid has ended at the second or other places or cancel the tender and announce a new tender

¹ For more information, see <https://www.unglobalcompact.org/what-is-gc/mission/principles>

IV. GENERAL CONDITIONS

1. The **Tenderer shall bear all costs** associated with the **preparation and submission of the Tender**, and PIN will in no case be responsible or liable for such costs.
2. The tenderer hereby declares and warrants that has seen and understood the terms of the below mentioned **policies** and it complies and shall comply with all applicable terms and conditions specified therein:

PIN Policy on Ethical Conduct, PIN Code of Conduct, PIN Anti-Corruption Policy and other related policies referred to therein, which are incorporated by reference and represent an integral part of this tender notice. Electronic copies containing the complete text are available at:

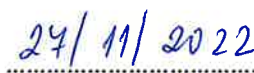
www.clovekvtisni.cz/policies

3. The tenderer will immediately and without undue delay inform PIN of any event which interferes or threatens to materially interfere with this Tender notice, including suspicion of or actual fraud, corruption, bribery, theft, terrorist financing or other misuse of funds. Such information should be passed in the first instance to fraud@peopleinneed.cz.

All information will be treated with the upmost confidentiality. Information can also be reported directly to the PIN programme team where appropriate, these will be immediately passed on to the above-mentioned e-mail address.

4. PIN reserves the right to cancel the tender without giving any reason.





On behalf of People in Need

Date

List of Annexes:

- Annex 1 – Quotation Form
- Annex 2 – Eligibility Sworn Statement
- Annex 3 – Contract template



