

REQUEST FOR PROPOSALS (RFP) AND GENERAL INSTRUCTION TO SERVICE PROVIDERS
BID DATA SHEET (BDS)

Long Term Agreement for E-Voucher services.

The International Organization for Migration (**IOM**) is an intergovernmental humanitarian organization established in 1951 and is committed to the principle that humane and orderly migration benefits both migrants and society.

In the framework of *IOM Iraq mission activities*, the IOM invites interested Service Providers who are interested to enter into a **two-year long-term agreement** with possible one year extension to submit Proposals for the below proposed project *for the provision of E-voucher services in all Iraq governorates*.

The following data sheet outlines Instructions to the Service Providers, Terms of Reference (annexed) and administrative requirements that Service Providers will need to follow in order to prepare and submit their Proposal for consideration by IOM.

No.	Data	Specific Instructions / Requirements
1	Tender Title	<i>Provision of E-Voucher services for all Iraq governorates</i>
2	RFP Reference No.:	16619
3	Language of the Proposal	English
4	Contract Price	Prices quoted by the Service Providers shall be fixed during the Service Providers performance of the contract and shall not be subject to price escalation and variation on any account, unless otherwise reviewed and approved by IOM and based on a market assessment. Any submitted Proposal with an adjustable price proposal will be treated as non-responsive and will be rejected.
5	Submitting Proposals for Parts or Sub-Parts of the Schedule of Requirements (Partial Proposals)	Services provider are required to submit offer that covers all their services per attach Annex A Term of reference (TOR).
6	One Proposal per Bidder	Each Bidder shall submit only one Proposal
7	Alternative Proposals	Shall not be considered
8	Pre-tender Conference	No
9	Proposal Validity Period	90 days
10	Documents Comprising the Proposal	The Proposal shall comprise of the following documents: a) Annex A Term of reference (TOR). b) Annex B Vendor information sheet and code of conduct. c) Annex C Performance Agreement Form.

11	Late Proposals	Any Proposal received by IOM after the deadline will be rejected
12	Bid Security	Not Required
13	Advance Payment upon Signing of Contract	Not Allowed
14	Liquidated Damages	Will be imposed as follows: Percentage of contract price per day of delay: 0.3% Max. number of days of delay 30, after which IOM may terminate the contract
15	Performance Security	Not Required
16	Currency of Proposal	United States Dollar
17	Deadline for submitting requests for clarifications/questions	5 days before the submission deadline.
18	Contact details for submitting clarifications/questions	To please address your question using subject: Ref No. 16619 Questions for E-Voucher services in Iraq Through the following email address E-mail address: IraqPLUInquiry@iom.int
19	Manner of disseminating supplemental information to the RFP and responses/clarifications to queries	Direct communication to prospective Proposers by email
20	Deadline & Address for Submission of Proposals	24th Dec 2022, 11:00 AM (GMT+3 Iraq time) To be submitted via email address IRAQTENDERS@iom.int and subject: REF 16619 <i>Provision of E-Voucher services for all Iraq governorates</i>
21	Allowable Manner of Submitting Proposals	☐ Courier/Hand Delivery ☒ Submission by email

22	IOM will award the contract to	Depending on the offers, IOM is interested to engage with as many service providers as possible in this RFQ to have more options and in this case, award might be given to primary service Providers and secondary Service Providers.
23	Proposal Submission Requirements	Electronic Submission (when applicable): ▪ Format: PDF files only ▪ All files must be free of viruses and not corrupted. ▪ Max. File Size per transmission: 9mb ▪ Mandatory subject of email: RFP 16619 Long Term Agreement for E-Voucher services in Iraq all governorates by express courier: The Proposals must be delivered through email to IOM on 11:00 am 24th Dec 2022 No late proposal shall be accepted.
24	Evaluation of Proposals	After the eligibility criteria bid checking, IOM will conduct the evaluation solely based on the submitted Proposals. Evaluation of proposals is made in the following steps: a) Annex 2: Technical proposal b) Annex 3: Financial proposal Please refer to evaluation criteria below for more details.
25	Documents to be submitted	Annex 1 Eligibility documents: ☒ Certificate of Incorporation / Business Registration (if applicable). ☒ Valid tax license for the type of services required. ☒ Duly Completed and Signed Vendor Information Form, Code of Conduct for IOM Vendors.

		Annex 2 Technical Proposal: ☒ Annex of Bidder Technical proposal guided by Annex A term of reference (TOR). ☒ Annex of Point of difference/ added services if any in addition to bidder 's technical proposal ☒ Company Profile, which should <u>not</u> exceed three (3) pages, including relevant service experience. ☒ Reference letters from other UN Agencies or INGO, NGO for similar services provided; if any. ☒ Financial capacity Minimum average annual turnover for the last 3 years. Bank statement indicating the total turnover of the company for the last 3 years. Annex 3 Financial Proposal: ☒ Financial offer in soft copy excel sheet that includes clear service unit price in USD for all possible service categories of attached Annex 1 term of reference (TOR).
26	Preliminary Examination	Review of the submitted documents requested in paragraph 25.
27	Evaluation of Eligibility and Qualification	See below Evaluation Criteria Section
28	Expected Date for Commencement of Contract	<i>February 1, 2023</i>
29	Delivery Place	<i>All Iraqi governorates</i>
30	Settlement of Dispute	The United Nations Commission on International Trade Law (UNCITRAL) arbitration rules will apply for any dispute, controversy or claim that will arise in relation to the Contract
31	Right to Accept, Reject, Any or All Proposals	IOM reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for IOM's action. IOM shall not be obliged to award the contract to the lowest priced offer.
32	Right to Vary Requirements at the Time of Award	At the time of award of Contract, IOM reserves the right to vary the quantity/volume of services, by up to a maximum ten percent (10%) of the total Contract Price, without any change in the unit price or other terms and conditions.

33	Price Verification	Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by IOM. The unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the final price based on IOM's re-computation and correction of errors, its quotation will be rejected.
----	--------------------	--

EVALUATION CRITERIA

1. ELIGIBILITY

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Minimum documents provided, please refer to paragraph 25/ Annex 1 Eligibly criteria above for the required documents.
- Proposal Validity

IOM reserves the right to reject any Proposal at this stage.

2. TENCICAL PROPSOAL

Proposal will be examined to determine if

- it accepts IOM Annex A term of Reference (TOR), per it submitted technical proposal that cover all of IOM's term of reference articles (II. Scope of services, III Features of E-Voucher, IV. reporting, Technical support, VI. Training Support)
- it addresses additional annex to demonstrate the point of difference/ added services in compare with Annex A term of reference (TOR). if any.

IOM will address the pros/ cons points after carefully reviewing bidder technical proposal.

- **The below table will be the references for scoring count**

#	Services	Score
1	Platform and application -required functions: 1-Transaction and sales management tracking, 2- Beneficiary and vendors registration and management including duplication and traceability, 3- Customized system generated excel report for all the information, 4- Commodities management, 5- APIs to link to another system, 6- Cash for work attendance and payment tracking, 7 - customized dashboards (beneficiary, vendors and Market), 8- integrated data collection tool, 9 - E-voucher distribution with complete cycle reconciliation, 10- Back office support - Technical support, 11- SMSs management.	40 if all covers, 0 if one missed

2	Experience with the UN	4 years min- 4 years 10 points, less 0 point
3	Daily distribution limit per governorate	any limitation is 0, no Limitation is 10
4	Complaints and feedback Management	No Accountability of Affected population function (AAP)- Complaint and feedback management is 0, AAP is available 10
6	works offline	20 if the service is available, 0 if not
8	geographical service coverage area	anything less than all of Iraq is 0 and all of Iraq is 10
Total		100 Points

3. FINANCIAL PROPOSAL

Proposal will be examined to determine if

- it lists all possible services in compare with annex A term of reference (TOR).
- clear written unit price in **USD** for giving service.

BIDDING FORMS CHECKLIST

This form serves as a checklist for preparation of your Proposal. Please complete the Bidding Forms in accordance with the instructions in the forms and return them as part of your proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS.

Bidder Proposal:

Have you duly completed all the Bidding Forms?	
▪ Certificate of Incorporation / Business Registration (if applicable) and including registration by central Iraqi government.	☐
▪ Valid tax license for the type of services required, issued by the relevant Government Authorities	☐
▪ Duly Completed and Signed Vendor Information Form, Code of Conduct for IOM Vendors, and Vendor Information Sheet	☐
▪ Annex 2 of Bidder technical proposal.	☐
▪ Annex for point of difference/ added services with compare to Annex A term of reference (TOR), if any.	☐
▪ Company Profile , which should <u>not</u> exceed three (3) pages, including relevant service experience.	☐
▪ Reference letters from other UN Agencies of INGO, NGO for similar services provided; if any.	☐
▪ Financial capacity Minimum average annual turnover for the last 3 years. Bank statement indicating the total turnover of the company for the last 3 years.	☐
▪ Financial offer in soft copy excel sheet that includes clear price of unit service in USD for all possible service categories guided by attached Annex A term of reference (TOR).	☐