

INVITATION TO TENDER

North East Syria

19-04-2023

PD23.SYERB.018

Provision of Hawala Services

Advertisement Date: 1904/2023

BIDS SUBMISSION DEADLINE: 15/05/2023

PRE-SUBMISSION CLARIFICATION: 07/05/2023

REPLY TO BIDDERS' QUESTIONS: 10/05/2023

For QUESTIONS / CLARIFICATIONS: procurement.NES@maginternational.org

PART 1: INVITATION TO TENDER

- Introduction to MAG
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PART 1 – INVITATION TO TENDER

1. INTRODUCTION TO MINES ADVISOR GROUP

The Mines Advisory Group (MAG) is a global humanitarian and advocacy organization that finds, [removes and destroys landmines](#), cluster munitions and unexploded bombs from places affected by conflict.

MAG also provides [education programmes](#), particularly for children, so people can live, work and play as safely as a possible until they clear the land.

And we work in communities to reduce the risk of armed violence through weapons and ammunition management programmes which keep guns and munitions safe and secure.

Since 1989, MAG has helped over 20 million people in 70 countries rebuild their lives and livelihoods after war.

We believe it is unacceptable that millions of people are trapped in danger and poverty for years after wars end.

We aim to help communities get on with their lives, and get back their futures.

Our Vision – MAG's vision is a safe future for women, men and children affected by violence, conflict and insecurity.

People will live in communities where their rights are upheld, with dignity and choice and free from fear from mines, explosive remnants of war (ERW) and the impact of small arms and light weapons and ammunition.

Our Mission – MAG's mission is to save lives and build safer futures.

We will use our core skills and distinctive competence to save lives through the removal of [mines and ERW](#), and reduce the impact of [small arms, light weapons and ammunition](#) on people and communities. How we do this is as important as what we do — we work primarily with and for communities, for us 'it's all about people'.

their children. For more information on the work we undertake and recent achievements, visit our website [About MAG | MAG \(maginternational.org\)](#)

2. PROJECT OVERVIEW

Item	Description
Description of Goods / Services	Provision of Hawala / Money transfer services for North East Syria
Outcome of Tender	Framework Agreement (Fixed Price) – the successful supplier(s) will be awarded a 'Framework Agreement'. The Framework Agreement does not commit MAG to any purchases or specific volumes. Any future purchases which will be completed under separate request which will be governed and linked to the original Framework Agreement.
Award Selection Process Duration	30 Days
Duration of Contract	One year, renewable

Further detail on the specific requirements of the project (e.g., volumes, dates, specifications etc.) can be found in [Part 2 \(Core Requirements & Specifications\)](#) of this Tender Pack.

3. AWARD CRITERIA

MAG is committed to running a fair and transparent tender process, and ensuring that all bidders are treated and assessed equally during this tender process. Bidder responses will be evaluated against three weighted categories of criteria:

- Administrative Criteria 20 score
- Technical Criteria 30 score
- Financial Criteria) **As per attached Annexure A** 50 score

Weighted Rating will be:

- Administrative 1
- Technical 2
- Financial 3

Criteria which bidders must meet in order to progress to the next round of evaluation. If a bidder does not meet maximum score, they will be excluded from the tender process immediately or MAG procurement committee decide for the inclusion based upon strong justification.

S.No	Question	Score	Remarks
ADMINISTRATIVE CRITERIA	General Information: Profile Presentation, filling off Application Form, Flagging and comprehensiveness (including documents)	03	upon provision of complete profile
	Bidder's registration and legally operate in Iraq and NES(North East Syria)	06	provision of registration document
	Bidder's confirmation of compliance with the following documents: Conditions of Tendering, Terms and Conditions of Purchase, Anti-Bribery and Corruption Policy, Child Safeguarding Policy, IAPG Code of Conduct	02	signed policies of MAG attached with this ITT
	Supplier agrees to undergo due diligence and capacity assessment as part of tender process (Yes or No)	01	
	Do you have office in Iraq? Where is main office located?	02	
	Offices in North East Syria (if any)	01	
	Do you have Tax Registration Certificate? Please provide a copy of Tax Registration	03	
	Quotation should be valid for at least 60 days	02	

TECHNICAL CRITERIA	Are you able to provided requested service Hassakeh(NES)	02	if yes
	Are you able to provided requested service in Raqqa(NES)	02	if yes
	Are you able to provide required services in any other locations within North East Syria?	02	if yes
	Provision of cash for payrolls in pre-prepared envelopes?	02	if yes
	Provision of cash for direct payment to suppliers in NES?	02	if yes
	Ability to provide fresh USD notes (post 2009 & with good condition), and replace them if refused by MAG	04	if yes
	Will the bidder use subcontractors or provide all services directly? Provide list of subcontractors	01	
	Supplier/Service provider should be able to deliver these cash services directly to MAG Syria offices , This includes all paperwork necessary in order to pass through any potential checkpoints and border.	01	
	Do you have a bank account in EUR? If Yes please provide details	01	
	Do you have a bank account in GBP? If Yes please provide details	01	
	Do you have a bank account in USD? If Yes please provide details	01	
	Do you have bank accounts outside of Iraq? Bank account that can be used by MAG for payments, state location and currency	01	
	Ability to provide all required services without the use of armed guards within MAG offices or suppliers premises	01	
	Do you have a Data Protection Policy? If yes please attach the document to your offer	01	
	Do you guarantee that the risk of theft or fraud at any point prior to confirmation of receipt of funds by MAG will be entirely the responsibility of the Hawala?	01	
	Bidder's responsiveness in emergency situations - how quickly you can provide the service (minimum number of days)	01	if Yes and provided
	Past working experience of 5 years with silent clients (INGO/NGO/UN Agencies/Government etc).	01	5 years and more

	Bidder provides satisfactory client references proving experience in implementation of the similar and big scale infrastructure works. Minimum 3 References	03	Bidder shares three examples / references (Not personal), during the last two years, of their experience in providing Hawala services similar to those requested within this tender. Note – site visits may be requested by Mines Advisory Group to verify the references.
	Prices should be inclusive of all kind of taxes,	02	

Financial (Criteria) **As per attached Annexure A**

4. VETTING

Successful bidders must be successfully vetted. This involves checking bidders and key personnel against Global Watch Lists, Enhanced Due Diligence Lists and Politically Exposed Persons Lists.

The vetting of bidders will be completed after the award decision and prior to any contract being signed, or orders placed. If any information provided by the Bidder throughout the tender process is proved to be incorrect during the vetting process (or at any other point), MAG may withdraw their award decision.

5. BIDDER INSTRUCTIONS

5.1 TIMESCALES

Activity	Date
Issue Invitation to Tender	19-04-2023
Pre-Submission Clarification	07-05-2023
Deadline for Answering Bidders questions	10-05-2023
Deadline for Bid Submission	15-05-2023
Bids Opening(estimate)	16-05-2023
Bid Clarifications/Negotiations	20-05-2023
Award Contract	10-06-2023

The above dates are for indicative purposes only and are subject to change. However, MAG commits to ensure all Bidders receive notification of changes to timescales in a fair and transparent manner

5.2 SUBMISSION FORMAT & BIDDER RESPONSE DOCUMENT

Bidders wishing to submit a bid **must use the Bidder Response Document template in [Part 3 of this Tender Pack](#)**. Any bids received using different formats, or incomplete bids, will not be accepted.

This document allows bidders to submit all the required information and be evaluated fairly and equally against the Essential, Sustainability, Capability and Commercial Criteria. In addition to the Bidder Response Document, bidders may also be required to submit supporting documentation. Instructions on how to do this, and how to complete the Bidder Response Document can be found within the document in Part 3 of this pack.

Bids can be submitted by **either**:

Electronic Submission via Email

Email should be addressed at tenders.syria@maginternational.org

The subject of the email should be **"PD23.SYRTB.018– 'Bidder Name', 'Date'".**

- All attached documents should be clearly labelled so it is clear to understand what each file relates to.
- Emails should not exceed 15mb – if the file sizes are large, please split the submission into two emails or more.
- Each email subject line shall consist of the tender reference, bidder name, date and number of this email ex: **PD23.SYERB.018– 'Bidder Name', 'Date', (1 of 3)**
Body of the email shall consist of all documents attached.
- Do not copy other MAG email addresses into the email when you submit, this will may disqualify your bid.

5.3 Paper Submission

- One paper copy submitted on headed paper to Mines Advisory Group Offices as following:
Mines Advisory Group - Syria Office, Ishtar Area, Ankawa, Behind Classy Hotel, Erbil, Iraq
Bids should be submitted in a single sealed envelope addressed to Procurement Committee.
- The envelope should clearly indicate the Invitation to tender reference number **PD23.SYERB.018** but contain no other details relating to the bid or the bidder's name.
- All supporting documentation should be labelled and grouped together (individual envelopes, stapled etc), and then included in a single sealed envelope as per the above.

5.4 CLOSING DATE FOR BID SUBMISSION

Your bid must be received, no later than **15-05-2023**

5.5 KEY CONTACTS

All questions relating to the tender should be sent via email to:

Name	Email Address
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Procurement Managerprocurement.NES@maginternational.org

Please be advised local working hours are 08:00 to 16:00 Please allow up to 2 days for a response.

Where the enquiry may have an impact on other bidders within the process, Mines Advisory Group will notify all other Bidders whom have submitted their email address to maintain a fair and transparent process.

6.6 LANGUAGE OF BIDS:

All tenders should be received in English. The contract as well as all correspondences and documents relating to this tender exchanged by the tenderer and MAG, shall be written in English unless specified otherwise in the tender documents.

6.7 PERIOD OF VALIDITY OF OFFERS:

Bids must remain valid and open for consideration for a period of no less than 60 days.

6.8 CURRENCY:

All financial offers must be submitted in US Dollars (USD).

PART 2 – CORE REQUIREMENTS & SPECIFICATIONS**1. SPECIFIC REQUIREMENTS****Hawala / Money transfer services for North East Syria****2. SPECIFICATIONS**

MAG operates across North East Syria and requires Hawala services for the below operations:

- Provision of bulk cash to MAG offices in Hassakeh & Raqqa and other parts of NES depending upon operations requirement
- Payment of payrolls in envelopes pre-prepared by the Hawala
- Payments to suppliers, Hassakeh & Raqqa and across North East Syria

PART 3 – BIDDER RESPONSE DOCUMENT

1. INTRODUCTION

This document **MUST BE USED** by Bidders wishing to submit a bid. It is linked into 4 sections detailed below:

- [Section 1 – Essential Criteria \(Administrative and technical \)](#)
- [Section 2 – Commercial Questions \(annexure A\)](#)
- [Schedule 1 – Terms & Conditions of Bidding & Other polices](#)

2. INSTRUCTIONS

Within each section there are instructions providing guidance to the bidder on what information is required. This guidance details the **MINIMUM** requirements expected by MAG. If a Bidder wishes to add further information, this is acceptable but the additional information should be limited to only items that are relevant to the tender.

- For the avoidance of doubt, bidders are required to complete all items within the Bidder Response Document unless clear instruction is provided otherwise.
- If a Bidder does not complete the entire Bidder Response document, their submission may be declared void.
- If a Bidder is unable to complete any element of the Bidder Response Document, they should contact Mines Advisory Group through the contact details provided for request of clarifications.
- **In case of calculation inconsistency between unit and total price, the committee will consider the unit price as valid and the total price will be recalculated accordingly.**

By submitting a response, the bidder confirms that all information provided can be relied upon for validity and accuracy.

SECTION 2– COMMERCIAL Questions

TECHNICAL AND PRICING SUBMISSION

The Price Offer Sheet is attached as an Annex A

OTHER COMMERCIAL CONSIDERATIONS

Duration for which pricing can be fixed

1 YEAR

SECTION 3– APPLICABLE CONDITIONS AND POLICIES

We, the Bidder, hereby confirm we compliance with the following policies and requirements:		
Policy	Policy / Document	Signature
Terms & Conditions of Bidding	Attached Annex 4	
Modern Slavery	Attached Annex 5	
IAPG Code of Conduct	Attached Annex 6	
Anti-Bribery & Corruption Policy	Attached Annex 7	
Safeguarding Policy	Attached Annex 8	
Terms & Conditions of Purchase	Attached Annex 9	

We confirm that Mines Advisory Group may in its consideration of our offer, and subsequently, rely on the statements made herein.

Signature:

Name:

Title:

Company: