

**TENDER RESPONSE**

**Please provide information against each requirement.**

**Bidders are required to submit supporting proposal documents alongside this tender response top sheet:**

* Project proposal (*The bidder will provide a clear and realistic mapping of their geographical coverage and scale-up capacity including provisions to enlist third parties/agents in the future. Bidders are strongly encouraged to show due consideration of gender issues, literacy challenges, and banking in rural communities in the two identified states in their approach)*
* Insurance certificates
* Agent recruitment criteria *if proposing to work with agents*
* Other as the bidder chooses

**Section 1 - Bidder’s general business details**

1.1

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| --- |
| Organisation Name: |
| Registered name of company (if different): |
| Any other trading names of company: |
| Contact Name: | Job title :  |
| Phone: | Fax: |
| Email: | Website:  |
| Principle Address: | Registered Address: | Payment Address: |
| Registration number: | Country of registration: |
| Date of registration: | VAT/Tax registration number: |
| Legal status of company (i.e. sole trader, partnership, private limited company, other): |
| Date of audited accounts: | If this is more than 15 months ago, please explain why: |
| Duration of audited accounts: | If this is more than 12 months, please explain why: |
| Annual Turnover: | Total net assets: |
| Profit:  | Total current assets:  |
| Expenditure:  | Total current liabilities:  |
| Names of Directors: |
| Full name and date of birth of company owner / Chief executive officer (CEO) (for due diligence checks): |
| Names of shareholders having more than 10% stake: |
| Names of any major subsidiary companies: |
| Location of bank account for depositing payments relating to this contract:  |

1.2 Information relating to parent or holding company (if applicable)

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| Registered name of parent or holding company: |
| Registration number: | Date of registration: |
| Country of registration: |
| Legal Status (i.e. sole trader, partnership, private limited company, other): |

n.b. *Please note that all further details provided after this question (1.2) should relate to the company that will be the contractual partner if this tender application is successful*

**1.3 Indicate here if your bid is a consortium bid and provide full details on partners if applicable**

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**2. Provide details of your company’s registration in Ethiopia**

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**3. Please provide details of the type of your organisation and number of employees (including whether or not it is an international or national organisation):**

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**4. Please confirm that you have sufficient insurance cover to provide for all your potential liabilities under the agreement for supply of services and that you will maintain an adequate level of insurance cover throughout the term of the agreement. Please give full details of the levels and kinds of insurance held by your organisation and describe to which areas of the service / organisation that insurance applies:**

 *Please submit with your bid copies of the relevant insurance certificates.*

Yes [ ]  No [ ]

Details:

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**5. Please explain the ethical and environmental standards that your company adheres to (*attach relevant policy as annex if necessary*)**

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**6. Please list the employees who would be involved with Save the Children (***include out of hours contact details for those persons nominated as key contacts out of hours***):**

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| --- | --- | --- | --- |
| **Name** | **Job title** | **Role for Save the Children account** | **Direct telephone number**  |
| 1. |  |  |  |
| 2. |  |  |  |
| 3. |  |  |  |

**7. Please provide details of your three largest customers, and the turnover relating to each in the latest audited accounts and annual report:**

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| --- | --- |
| **Client Organisation** | **Turnover relating to customer** (*please also indicate currency*) |
| 1. |  |
| 2. |  |
| 3. |  |

**8. Please provide details of existing clients if any using your services for cash transfer payments in Ethiopia through your company, if any**

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| --- | --- | --- |
| **Client Organisation** | **Turnover relating to customer** (*please also indicate currency*) | **Geographical coverage** |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |

**9. Please provide details of at least 3 client references which Save the Children may contact** (*preferably NGOs*):

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| --- | --- | --- | --- | --- |
| **Client Organisation**  | **Contact** | **Phone no.** | **E-mail address** | **Details of contract with bidder** |
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**Section 2: Bidder capacity**

1. **List existing infrastructure (***branches, ATMs, Agents, other facilities*) **in Ethiopia**

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| --- | --- | --- | --- | --- | --- |
|  | **Total # of branches** | **Total # of ATM**  | **Total # of POS devices, Agents** | **Other facilities of note** | **Comments** |
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1. **List existing infrastructure** (*branches, ATMs, POS, other facilities*) **in Wag Himra, Sitti, Afar Regional States**

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| --- | --- | --- | --- | --- | --- |
|  | **Total # of branches** | **Total # of ATM**  | **Total # of POS devices, Agents** | **Other facilities of note** | **Comments** |
| **Wag Himra** |  |  |  |  |  |
| **Sitti** |  |  |  |  |  |
| **Afar** |  |  |  |  |  |

1. **Please detail the number, locations and gender balance of your *current* network of contracted distribution agents**

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| --- | --- | --- |
| **Location** | **Number of agents** | **# male # female** |
| **Wag Himra** |  |  |
| **Sitti** |  |  |
| **Afar** |  |  |

1. **If you don’t have existing capacity in Wag Himra, Sitti and Afar, Please outline your proposal to ensure capacity to deliver the project including timelines (***these can be included as an annexed document to your bid***):**

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1. **Please detail the number, locations and gender balance of your *proposed* additional network of contracted distribution agents**

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| **Location** | **Number of agents** | **# male # female** |
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1. **Please outline your existing minimum recruitment criteria for distribution agents in Ethiopia (***these can be included as an annexed document to your bid***):**

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1. **Please explain how you will monitor and manage agent performance during the delivery of the project:**

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1. **What warranties and guarantees can you offer as part of this contract?**

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1. **What are your standard working hours and days and what, if any after-hours services do you provide in the event of an emergency?**

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1. **Please outline your organisation’s experience in delivering ‘pro-poor’ banking services that take into account low literacy levels:**

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**Section 3: Pricing proposal**

1. **Please indicate here the pricing structure you are offering, including the currency. Please refer to specification for details of what must be included. This section should clearly indicate transfer costs as well as any subsidiary costs such as training costs, remote support costs, hardware etc and the way in which they will be applied. Prices should be show be including and excluding any applicable taxes:**

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1. **Can you fix these costs for the duration of the contract?**

 Yes [ ]  No [ ]

**If not, please provide details of how long they will remain fixed?**

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1. **If prices cannot be fixed for the duration of the contract, please specify factors that would affect the price and indicate how changes in these factors would affect the price of the stated services:**

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1. **Detail any benefits or additional services your organisation can offer Save the Children as part of the contract:**

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**Section 4 – programme specifics**

*This section can be accompanied by an annex illustrating full details of your organisation’s project proposal*

1. **Please indicate your proposed payment system (include a diagrammatic flowchart of the payment process):**

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1. **Confirm that your organisation is fully compliant with the financial and banking regulations in Ethiopia**

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1. **Provide details of the ID card that you would offer to beneficiaries**

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1. **Outline the different options that would be available to beneficiaries to access their cash**:

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1. **Outline how the Management Information System (MIS) would be developed to meet our requirements.**

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1. **Please explain how you will train both agents and beneficiaries on the delivery mechanisms** (*if possible provide examples of training materials and training methodology*):

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1. **Explain if and how you will deliver support to beneficiaries to deal with complaints and offer guidance. E.g. hotlines in local languages. How will this be tracked and recorded and will this be incorporated into the MIS system?**

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1. **Explain how you will mitigate for the security risks associated with cash transfer to beneficiaries**

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1. **Given that this project targets female beneficiaries, outline the steps you will take to ensure that your service is gender sensitive**

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1. **Please explain how your proposed model will limit the cost to beneficiaries**

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**Section 5: Confirmation of Bidder’s compliance**

We, the Bidder, hereby confirm compliance with:

* The required specification for the products
* The Conditions of Tendering
* Save the Children’s Terms and Conditions of Purchase
* Save the Children’s Child Safeguarding policy
* Save the Children’s Anti-Bribery and Corruption policy
* The IAPG Code of Conduct

The following documents and items are included in our bid:

* Section 1: Bidder’s general business details
* Section 2: Bidder capacity
* Section 3: Pricing proposal
* Section 4: Programme specifics
* Copies of registration certificates

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

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| **Acceptance by the Bidder:** …………………………………………………………………….Signature …………………………………………………………………….Name……………………………………………………………………..Job Title……………………………………………………………………..Company……………………………………………………………………...Date  |