

REQUEST FOR PROPOSAL

Supply and Installation of Soft-ex RingMaster Application

(For billing, call logs recording and reporting purposes)

Date of Issue: 12 Feb 2020

Date of Expiry: 30 Feb 2020



The First MicroFinanceBank
اولین بانک قرضه های کوچک

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1. General Information

1.1 The Bank

The First MicroFinanceBank, Afghanistan has been operating in Afghanistan since 2004 with the vision of contributing to poverty alleviation and economic development through provision of sustainable financial services, primarily targeting the micro & small businesses and households. FMFB shareholders comprise Aga Khan Agency for Microfinance (AKAM), International Finance Corporation (IFC) and Aga Khan Foundation-USA (AKF USA).

Currently, FMFB-A is the market leader in microfinance contributing over 60% to the industry outstanding portfolio. As of December 2018, FMFB-A's Gross Loan Portfolio stood at \$83.5 million with over 66,874 active borrowers. FMFB-A has a network of 46 branches and outlets covering 14 provinces and 80 districts. The bank offers a range of services including savings, loans (microfinance and SME) and commercial banking services. The agriculture/livestock and incremental housing loans are coupled with free advisory services.

2. Statement of Work

2.1 Purpose

FMFB-A is seeking proposals from prospective Vendors to supply, install and integrate the Soft-ex RingMaster Application for our Mitel Wireless IP Phone system with details mentioned in the following section.

Respondents must submit information with sufficient detail to ascertain how their proposed solution complies with FMFB-A minimum requirements **“Meeting all technical specifications and full delivery of project”**. Firms are also encouraged to submit any information that indicates how their proposed solution would provide the FMFB-A with requested features and enhancements that exceed the minimum requirements as set forth within this RFP.

2.2 Requirements of Agency

- Bidders shall demonstrate past experience in meeting these minimum qualifications.
- Demonstrate a proven record of accomplishment in providing solutions similar to the proposed solution to well-known organizations for a minimum of 5 years.
- The bidder should be a legal entity registered in Afghanistan.
- Bidder must submit the following:
 - o Letter of Proposal.
 - o Authorization for signing all the documents related to RFP as per the template.
 - o Authorization letter from the regulatory.
 - o Indicative Commercial bid

Those bidders that do not meet to these minimum qualifications shall be rejected by the bank without further consideration.

3. Scope of Work, Specifications and Requirements:

- Supplying of Soft-ex RignMaster v6 Application with all required licenses
- Full setup of the application including all the configuration and integration with Mitel Wireless IP Phone System for billing, call logs recording and reporting purposes

3.1 Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the Bank's needs or unforeseen circumstances. Changes will be communicated by e-mail to all invited bidders.

Issuance of RFP 12 Feb 2019

Questions/Inquiries 30 Feb 2019

Deadline for Submitting Proposals 30 Feb 2020, 1600 hours GMT

Mohammad Muhib Kabiri

Procurement Manager

+93(0) 711101112

Muhib.kabiri@fmfb.com.af

FMFB-A Procurement unit/ PSD Department /HO

FMFB-A Head Office, Lane 8, Kolola Pushta Road, District 4, Kabul- Afghanistan

3.2 Deliverables

All material such as software, licenses and documentation related to this project shall be deemed as the property of the Bank and shall be handed over by bidder to the Bank.

4. Proposal Preparation Instructions

4.1 The Bidder Understanding of the RFP

In response to this RFP, the bidder accepts the responsibility to fully understand the RFP in its entirety, and in detail, including making any inquiries to FMFB-A as necessary to gain such understanding. However, FMFB-A will ensure that there is transparent communication of responses to questions in regards to the RFP to all bidders. FMFB-A reserves the right to disqualify any company who demonstrates less than such understanding. Further, FMFB-A reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award prior to contract signing, if an award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to FMFB-A.

4.2 Good Faith Statement

All information provided by FMFB-A in this RFP is offered in good faith. Individual items are subject to change at any time.

FMFB-A makes no certification that any item is without error. FMFB-A is not responsible or liable for any use of the information or for any claims asserted there from.

4.3 Communication

Verbal communication shall not be effective unless formally confirmed in writing by the Bank's Project Manager/Contact person. In no case shall verbal communication govern over written communication.

4.3.1 Bidders' Inquiries. Applicable terms and conditions herein shall govern communications and inquiries between FMFB-A and the company as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to:

Attention: Abdul Munir Zakhil
Designation: Assistant Infrastructure Manager
Email: munir.zakhil@fmfb.com.af

4.3.2 Informal communications shall include, but are not limited to:

- **Errors/omissions or enhancements:** The company shall bring to FMFB-A any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, the company shall recommend to FMFB-A any enhancements, which might be in FMFB-A's best interests. These must be submitted in writing and be received prior to 20 July 2019;

4.3.3 Response to Inquiries. FMFB-A will ensure a written response to each question or request for clarification within three (3) business days.

4.3.4 Addenda. FMFB-A will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within three (3) business days.

4.4 Proposal Submission

The proposal for services and the price quotations must be submitted in hard copy (sealed) to the procurement department of the Bank at the address given above. Proposals are to be received on or prior to 1600 hours GMT on 30 Feb 2020 ("**the Deadline**"). After this date, no amendments or additions may be made to the proposals. Any attempt to do so can result in exclusion from the remainder of the selection process. The proposals for services will be opened immediately after the expiry of the price quotations therefore please do not enter totals and other derived figures manually.

In addition to numerical spread sheets, all price quotations should include detailed written notes (written in English) that explain assumptions and the cost realism of the items in the price quotation. The notes will assist FMFB-A in understanding how the company established the budget. Submissions without detailed written notes will not be accepted.

The price quotation should also include:

- All costs in US dollars;

The contract will be on a fixed-price, lump sum basis. Allowance must be made for local withholding tax of 2%, which will be deducted at source on all payments under the contract.

4.5 Method of Award

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance and format. The purpose of this RFP is to identify those suppliers that have the interest, capability, and financial strength to do the creatives for FMFB-A. Ideally, the bidder must have experience of working with known and trusted companies/organizations in similar project.

4.6 Selection and Notification

Vendors determined by FMFB-A to possess the capacity to compete for this project will be selected to move into the negotiation phase of this process. Written notification will be sent to these bidders via mail. Those bidders not selected for the negotiation phase will not be notified.

An exchange of the personnel or key personnel who are firmly committed to the project after the bid has been submitted cannot be made without the approval of FMFB-A. An exchange of personnel can result in the bid being reassessed.

5. General and special condition of the contract

- Late offers will be rejected except under extraordinary circumstances
- Submission of Proposal must be in English.
- Proposal must be signed and stamped by the bidder.
- Bidder shall confirm in writing that the Bidder fully understands that their Proposal must be valid for a period of sixty (60) days by signing the Cover Letter.
- Proposal must be received on company letterhead by or before the date indicated above in sealed condition. Proposal received after this date may not be considered.
- Bidders must provide fixed prices, inclusive of all applicable tax. Tax at source will be deducted from all payments as per government rules, unless a valid exemption certificate is provided by the supplier.

6. Term of payments

- Payments will be made after completion of the project and acceptance of the equipment by FMFB-A.
- Full delivery of the equipment to FMFB-A premises is bidder's responsibility; the bidder shall pay all taxes, custom charges and delivery cost.
- If the bidder bank account is outside the country, all transaction and currency exchange charges will be on bidder.

Appendix A

Declaration of Undertaking

I underscore the importance of a free, fair and competitive procurement process that precludes abusive practices. In this respect I have neither offered nor granted directly or indirectly any inadmissible advantages to any public servant or other person nor accepted such advantages in connection with our bid, nor will I offer or grant or accept any such incentives or conditions in the present procurement process or, in the event that I am awarded the contract, in the subsequent execution of the contract. I also declare that no conflict of interest exists in the meaning of the kind described in the pertinent Guidelines.

I also underscore the importance of adhering to minimum social standards ("Core Labour Standards") in the implementation of the project. I undertake to comply with the Core Labour Standards ratified by the country of Afghanistan.

I will respect the obligations, will fulfill the declaration of undertaking, and will obey the laws of the country of Afghanistan.

(Place)

(Date)

(Name of Bidder Company)

(Signature)