**

**CONFIDENTIAL**

**CRDB BANK PLC**

**(“CRDB”)**

**REQUEST FOR PROPOSAL**

**(“RFP”)**

**RFP NAME: PROVISION OF CONSULTANCY SERVICES FOR DEVELOPMENT AND DESIGN OF SECTOR-BASED FINANCIAL LITERACY MATERIALS**

The content of this document is strictly confidential. You are authorized to use this document only in preparing a response to this CRDB Request ONLY**”**

It is forbidden to make copies of this document without the express written permission of the REQUESTOR. The content remains the property of CRDB BANK PLC. This document, together with all such copies, should be returned to CRDB BANK PLC together with your Proposal. Should you decide not to submit a Proposal, this document should be returned to CRDB BANK PLC not later than the closing date for the submission of the Proposal.

The address of the Requestor is:

CRDB BANK PLC

CRDB Headquarters,

Plot No.25 & 26 Ally Hassan Mwinyi Road &

Plot No.21 Barrack Obama Road

P.O. Box 268, 11101 Dar es Salaam, Tanzania

Tel: +255 (0) 22 211 7441 – 7

Fax: +255 (0) 22 211 6714

Email: Procurementdesk@crdbbank.co.tz

Website: <http://www.crdbbank.co.tz>

*Please escalate your concerns confidentially about any unacceptable practices by any Bank staff involved in this RFP through the following channels:*

*whistleblowing@crdbbank.co.tz**.*

RFP SCHEDULE – SOURCING PLAN SUMMARY

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Particulars** | **Details Date (Time)** |
| 1 | Start date of issuance of RFP document  | 15/01/2025 |
| 2 | Last date for Submission of Queries  | 24/01/2025 |
| 3  | Last date for issuance of RFP Document  | 15/01/2025 |
| 4 | Last date and time for RFP Submission  |  29/01/2025; 15:00 |
| 5 | Date and time of opening of Pre-Qualification & Technical bids  |  29/01/2025; 15:00 |
| 6  | Date and time for opening of Commercial bids  |  29/01/2025; 16:00 |

1. **THE REQUEST**

**1.1** **Invitation**

You, your company are hereby invited to submit a Proposal for, ‘‘**PROVISION OF CONSULTANCY SERVICES FOR DEVELOPMENT AND DESIGN OF SECTOR-BASED FINANCIAL LITERACY MATERIALS**’. You will use this Proposal as a basis for a decision regarding the **Request for Proposal** **for, “PROVISION OF CONSULTANCY SERVICES FOR DEVELOPMENT AND DESIGN OF SECTOR-BASED FINANCIAL LITERACY MATERIALS”**

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| Accepted | Not Accepted |
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**1.2** **Schedule for decision-making**

The closing time and date for written Proposals is on 29th January 2025 at 15:00PM. Proposal must be delivered by email only to the authorized email in communication; tenders@crdbbank.co.tz .The subject title from the email to read as : **REQUEST FOR PROPOSAL** **FOR** **“PROVISION OF CONSULTANCY SERVICES FOR DEVELOPMENT AND DESIGN OF SECTOR-BASED FINANCIAL LITERACY MATERIALS”**

CRDB BANK PLC shall be entitled to reject any Proposal received after the due date and time.

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| Accepted | Not Accepted |
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**1.3** **Disclosure of reasons for Unsuccessfully bids/proposal**

CRDB BANK PLC reserves the right not to disclose any of its reasons for the taking of decisions resulting from this Request for Proposal.

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| Accepted | Not Accepted |
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**1.4** **Completeness of Proposal**

You are specifically required, in your Proposal, to respond in writing to each of the points of Section 1& 2 of this Request for Proposal, in this sequence and with retention of this numbering system. Your responses could consist of, "Accepted" or "Not Accepted", together with an associated or supporting statement where appropriate.

You are also required, in your Proposal, to respond in writing to each of the points of Section 3 and 4 of this Request for Proposal, in this sequence and with retention of the numbering system.

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**1.5** **Language**

You are requested to submit your Proposal in English.

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| Accepted | Not Accepted |
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**1.6** **Number of copies**

You are requested to submit one **encrypted complete set of your Proposal with passwords** which will share with us during the opening day & time. ***Failure to encrypt your proposal will result to automatic disqualification and rejection.***

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| Accepted | Not Accepted |
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**1.7** **Format of Proposal**

You are requested to submit your Proposal in softcopy only in A4 format to tender email only tenders@crdbbank.co.tz

1. Technical Proposal covering functional and Non-Functional requirements articulated in **Section 2 of this RFP.**
2. Financial Proposal for the provision of the referred service as described in the pricing Section of this RFP.

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| Accepted | Not Accepted |
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**1.8** **Misrepresentation**

CRDB Bank Plc., decision-making process, will largely be reliant upon the information supplied by you. Should it be found that aspects of such information are incomplete, untrue or misleading, CRDB Bank Plc. reserves the right to terminate negotiations with you.

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| Accepted | Not Accepted |
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**1.9** **Access to CRDB BANK PLC**

You may require access to persons, departments, or building of CRDB Bank Plc. in order to acquire further information for the preparation of your response to this Request for Proposal. You are requested to arrange such appointments through the office of the Secretary of the Management Tender Committee through email Procurement Desk Procurementdesk@crdbbank.co.tz.

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| Accepted | Not Accepted |
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**1.10** **Completeness of Proposal**

You are expected to provide to CRDB Bank Plc. an accurate and complete Proposal as requested in more detail hereunder. Should you find the said requests incomplete or ambiguous, and then the onus rests upon you to obtain clarification from the Requestor.

CRDB Bank Plc. will require that any omissions by you or mistakes on your part in this regard be rectified within a time scale agreed to by CRDB Bank Plc.

You are expected to make an unequivocal statement to this effect in your Proposal, since CRDB Bank Plc. will require that such an undertaking be included in any contractual agreement, which may result from the selection process.

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| Accepted | Not Accepted |
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**1.11** **RFP Official Contact**

Upon release of this RFP, all supplier communications concerning this Proposal request should be directed to the RFP Requestor. Unauthorized contact regarding this RFP with other CRDB Bank Plc employees may result in disqualification. Any oral communications will be considered unofficial and non-binding to CRDB Bank Plc. You are to rely only on written statements issued by the RFP Requestor.

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**1.12** **Influencing**

It is specifically brought to your attention that any attempts at influencing CRDB BANK PLC decision-making process outside of the Management Tender Committee responsible, may lead to disqualification.

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| Accepted | Not Accepted |
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**1.13** **Costs and Selection**

All costs incurred by you in preparing the Proposal and providing any additional information to CRDB Bank Plc., shall be borne by you. The issuance of this RFP does not obligate CRDB Bank Plc. to accept any of the resulting Proposals. CRDB Bank Plc. makes no commitments, implied or otherwise, that this RFP process will result in a business transaction with one or more of the suppliers.

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**1.14**  **Contract & Service Credits**

If you are successful and selected, you will be required to sign the contract, which will be under CRDB’s bank standard template, that will be provided by CRDB. The standard general terms of the contract is attached with the RFP in which you will be required to familiarize yourself with the document to make execution of the contract to be quick. Any exception to this must be communicated and needs to be agreed by CRDB and must being line with CRDB standard terms. The contracts will include penalties and service credit clauses.

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| Accepted | Not Accepted |
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**1.15 Tax Compliance**

Please note the price proposal that you will provide on this RFP will be complying with the requirements of the Tax laws of the United Republic of Tanzania that will include but not limited to Withholding Tax and VAT.

**1.16** **Contract Award**

CRDB Bank Plc. reserves the right to appoint more than one Supplier for all services. In the event that this contract is split, the pricing offered in your proposal will expect to be maintained. Should there be pricing differences in line with business awarded; this must be clearly stated in your proposal.

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**1.17 Queries should necessarily be required, please submit in the following format:**

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| --- | --- | --- | --- |
| Sr. No. | RFP Reference(s)(Section &PageNumber(s) | Content of RFP requiring Clarification(s) | Points ofClarification |
|  |  |  |  |

1. Bank shall not be responsible for ensuring that we have received the bidders’ queries. The Bank may not entertain any requests for clarifications after the indicated date and time.

#### 1.18 Responses to Pre-Bid Queries and Issue of Corrigendum

1. The Bank will provide timely response to all queries. However, Bank makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Bank under take to answer all the queries that have been posed by the bidders.
2. At any time prior to the last date for receipt of bids, Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
3. The Corrigendum (if any) & clarifications to the queries from all bidders will be e-mailed to <http://www.denabank.com/> Procurementdesk@crdbbank.co.tz
4. Any such corrigendum shall be deemed to be incorporated into this RFP.
5. The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".

#### 1.19 Tender Opening

Opening shall be done online, representatives of the tendering firms to identify their bonafide for attending the opening of the proposal.

**1.20** **Tender Validity**

The offer submitted by the Bidders should be valid for minimum period of **120 days** from the date of submission of Tender.

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#### 1.21 Authentication of Bids

A Proposal should be accompanied by a Letter of Authorization in the name of the signatory of the Proposal.

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| Accepted | Not Accepted |
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### 1.22 Deviations

The bidder may provide deviation to the contents of the RFP document. It may be noted that once the deviations are provided, the bidder would not be allowed to withdraw the deviation submitted.

The Proposal Evaluation Committee would evaluate and classify them as “material deviation” or “non-material deviation “. In case of any material deviations, the Committee will be entitled to reject the bid.

### 1.23 Evaluation process (Evaluation matrix attached)

1. The evaluation Committee constituted by the Bank shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence may lead to rejection of bid.
2. Decision of the evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
3. The evaluation Committee may request from the Secretary of the Management Tender Committee for meetings/presentations with the Bidders to seek clarifications on their proposals.
4. The evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
5. Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

### 1.24 Performance Bank Guarantee (if Applicable)

Bank will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the notification of award; Performance Guarantee shall be kept valid till completion of the Project. Performance Guarantee shall contain a claim period of three months from the last date of validity. Selected bidder shall be responsible for extending the validity date and claim period of Performance Guarantee as and when it is due on account of non-completion of the Project and Warranty period. In case, the selected bidder fails to submit Performance Guarantee within the time stipulated, Bank at its discretion may cancel the order placed on the selected bidder without giving any notice.

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### 1.25 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event, Bank may award the contract to the next best value bidder or call for new proposals from the interested bidders. One among the attached terms will apply to your contract depending on the nature of the project i.e. Hardware, goods or services.

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| Accepted | Not Accepted |
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#### 1.26 Procurement Sustainability

Please accept if you will practice Procurement sustainability in terms of Economic, Social and Governance (ESG) practices after being awarded.

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1. **Vendor Registration & Due Diligence Forms.**

Fill the attached forms for Bank Indemnity and Supplier registration forms as well as KYC documents below (For New Vendor Working with CRDB Bank Plc). If you have worked with CRDB Bank do not fill the forms. Failure to submit all the requested documents during the RFP will result to disqualification, make sure you submit all required CRDB filled registration forms, Bank Indemnity, legal certificates and Directors ID/s such as NIDA, Passport, Voter ID, Driving Licence etc.

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### Business Continuity Management (BCM) requirements

###  (Only for ICT related Vendors for Goods, Service & Support)

With this RFP, All supporting services related with ICT Vendor must comply and accept with BCM requirements. This will also form part of evaluation criteria for awarding Vendor. Attached find the BCM requirements, fill, sign and stamp them and submit together with this RFP. Failure to submit all the requested documents during the RFP will result to disqualification. Make sure you fill the attached excel sheet and other supporting documents.

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| Accepted | Not Accepted | Not Applicable  |
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#### Performance security

Successfully Supplier will be required to furnish a performance security (from Bank only) of 10% of the total awarded amount prior signing of the contract. Any performance issue will result to liquidated damage from the performance security.

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1. **Consent on the use of Data.**

Please confirm and accept to allow CRDB Bank to use your submitted data for internal and business issues when required without seeking any approval from your end.

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1. **STATEMENT OF REQUIREMENT**
	1. **Background and Rationale**

The CRDB Bank Foundation (CBF) is committed to empowering individuals and communities through financial literacy and capacity-building initiatives. To enhance the impact of our programs, we are seeking a qualified company or institution to develop and design sector-based, tailor-made financial literacy materials. These materials will serve as key resources in training sessions and workshops aimed at improving financial management skills across diverse sectors.

CRDB Bank Foundation is currently inviting applications from all eligible, competent and experienced firms to submit their request for proposal for the provision of consultancy services for development and design of sector based financial literacy materials.

The primary objective is to develop user-friendly, engaging, and sector-specific financial literacy materials tailored to the needs of target audiences. The materials should enhance participants' understanding of financial principles and practices, equipping them with tools to make informed financial decisions.

* 1. **Scope of work**

The assignment will include the following:

1. Content Development:
	* Develop sector-specific modules that cover key financial topics, including but not limited to budgeting, saving, accessing credit, investment, financial planning, debt management, markets and digital literacy.
	* Ensure content aligns with best practices and local context, incorporating case studies and practical examples.
2. Design of Training Materials:
	* Create visually appealing and interactive materials, such as booklets, brochures, presentations, handouts and educational videos.
	* Develop materials in formats suitable for both in-person and digital training sessions.
3. Testing and Validation:
	* Pilot the materials with selected participants to gather feedback.
	* Refine materials based on feedback to ensure effectiveness and relevance.
4. Capacity Building:
	* Train CBF trainers and facilitators on how to use the materials effectively in their sessions.
5. **COMMERCIAL REQUIREMENT**
	1. **Capability**
		1. Please indicate where you have fulfilled similar requirements on other completed or ongoing projects of a similar nature, type, scale and / or complexity before.
		2. If you have, how would you classify your performance? What problems arose, and how will they be avoided on this contract?
		3. Provide at least three references from current clients who have similar arrangements relating to implementation of similar system

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| --- | --- |
| Reference Number 1 Reference Number 2 | Reference Number 3 |

Client

Contact’s Title

Phone

* + 1. What do you believe are your firm’s strengths? What do you believe are the challenges you face?
		2. Please describe the 3 most recent customer complaints and how you resolved them.
		3. Briefly describe your interest in this contract and what factors makes you the best vendor in your opinion (include here any information or material you want CRDB to take into consideration while evaluating your ability to perform this contract).
		4. Explain on whether the use of other parties or subcontractors by the third party would be recommended in your proposal.
		5. Explain the Scope of your internal controls, systems and data security, privacy protections and audit coverage.
		6. Give details on Knowledge of relevant consumer protection controls that are applicable in your procedures.
		7. Business Continuity Management (BCM) plan and Policy for ICT related Vendors only for services and support. Please show the BCM plan and policy, attach for evidence.
	1. **Service Provisioning and Management**
		1. Please describe your proposed account management structure for the CRDB Contract.
		2. Please describe your proposed staffing plans in respect of the CRDB Contract.
	2. **Quality Process**
		1. Please provide details of any quality assurance certification that your company holds e.g. IS0 9000 or equivalent standard. Please include a copy of any certificate. If no accreditation held, please attach an outline of your quality assurance policy.
		2. Please describe your solution delivery and project management methodology/framework including the recommended project organizational structure and governance framework
	3. **Supplier Organization**
		1. Provide a complete description of all third parties / consortia members to this tender, i.e.

foreign supplier, local suppliers and or agencies involved in this bid.

* + 1. Clarify how third parties’ / consortia members will be organized and managed.
		2. Identify which part of the product / service each third party / consortia member will deliver (if any):

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| --- | --- | --- |
| **Names of third party / consortia members (if any)** | **Total % Purchases** | **Local / foreign purchases** |
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* + 1. Who will have overall responsibility for delivery e.g., single contractor, joint venture?
		2. Describe how you will manage third parties / consortia members in the supply chain.
		3. How will you manage your supplier’s performance?
		4. Please indicate whether third parties’ / consortia members have worked together before and give details.
		5. Describe your business resumption strategy and contingency development plans.
1. **SUPPLIER SPECIFIC INFORMATION**
	1. **Vendor Background**

Unless instructed otherwise, when answering questions in this Section, please give details, which specifically relate to your Company and not to the whole of the group if your Company forms part of that group.

* + 1. Please describe the vendor's background, including how long it has been in business.

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| --- | --- |
| Date of Incorporation |   |
| Country of Registration |   |
| Registration Number |   |
| Vat Registration Number |   |

* + 1. Are there any current directors serving on boards of other organizations?

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| --- | --- |
| Names of Directors | Name of organization |
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* + 1. Please supply a detailed organ gram, disclosing all related holding companies, subsidiaries and associates clearly showing the respective shareholding.
		2. **Pricing**–Please submit your competitive pricing in a separate proposal.
	1. **Annual Reports and Financial Data**

Unless instructed otherwise, when answering questions in this Section, please give details, which specifically relate to your Company and not to the whole of the group if your Company forms part of that group.

* + 1. Characterize your company’s financial performance for the last three years.
		2. Furnish balance sheets/financial statements for the last three years.
		3. Include your company’s annual report to shareholders for the last two years with your RFP Response.
		4. Specify whether there is any pending or threatened claims that could affect your financial standing. Provide details of attorney’s and legal advisors as well as confirmation
		5. Letters from such attorneys with regard to the existence or non-existence of any pending litigation.
	1. **Declaration of Interest**
		1. Has any Director, Partner, Associate, Company Secretary, Senior Manager or Manager in your organization been employed by CRDB Bank Plc.? If YES, please give details.
		2. Does any Director, Partner, Associate, Company Secretary, Senior Manager, Manager or any person connected with this RFP, have any relationship (family, friend, other) with a person employed in the department concerned with the administration of this RFP and/or any person who may be involved with the evaluation or adjudication of this RFP? If YES, please give details.

**Evaluation Matrix**

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| **EVALUATION CRITERIA** | **RECOMMENDED SCORE** | **REMARK** |
| Company Profile | 1% |   |
| Copy of registration/Incorporation Certificate | 0.5% |   |
| Copy of Valid Tax Clearance Certificate (TCC). | 1% |   |
| Copy of current BRELA search Registration Documents | 1% |   |
| Copy of TIN Certificate of Firm/company and VRN | 0.5% |   |
| Copy of relevant Current Business Permit/Trade license. | 1% |  |
| **Sub Total**  | **5%** |  |
|  |  |   |
| **FINANCIAL POSITION & TERMS OF TRADE** |  |  |
| Current Audited & certified financial statements (at least 3 years) | 3.00% |   |
| Current Month Bank statement | 1.00% |   |
| At least 1 reference from the applicant's banker regarding supplier's credit position | 1.00% |   |
| **Sub Total**  | **5%** |  |
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| **PROCUREMENT SUSTANABITY (ESG) REQUIREMENTS** |  |  |
| **A: SOCIAL (10%)** |  |   |
| Compliance with employee pension: submit copy of NSSF/PSSSF Certificate (**Mandatory Requirement**) | 1% |  |
| Compliance with Workers Compensation Fund: submit copy of Certificate | 1% |  |
| Submit any of Human Rights Policy / Procedure / Programme | 1% |  |
| Compliance with Labor law, evidence of paying minimum gov wages, etc  | 1% |  |
| Compliance with OSHA: attach Certificate as evidence | 1% |   |
| Any available Policies / Procedures dealing with Abuse, Discrimination and Harassment Grievance Procedure | 0.5% |  |
| Any available Policies / Procedures dealing with Forced and Child Labour | 1% |  |
| Accreditation by independent certifications organizations, attach certificate or award photos as evidence | 1% |  |
| Evidence that workers know their rights and responsibilities at workplace. Attach any relevant evidence if any. | 0.5% |  |
| Presence of independent trade unions or effective management /worker committee which address workers priorities including pay, hours, and conditions. attach any documents as evidence. | 0.5% |  |
| Participations in multi-stakeholder initiatives that educate and change practices to address ingrained problems.  | 0.5% |  |
| Evidence of employees with disabilities / special groups | 1% |  |
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|  **B. ENVIRONMENTAL (5%)** |  |   |
| Environmental Management Plan / Programme / Policy | 1% |   |
| Compliance with the Environmental laws | 0.5% |   |
| Commitment to environmental laws | 1% |  |
| Impact of material used, good to be supplied on environment  | 1% |  |
| Impact of packaging  | 0.5% |  |
| Impact of transport (air freight from Europe may be greater than sea freight from ASIA /Africa  | 0.5% |  |
| Impact of product life cycle. Including disposal  | **0.5%** |  |
| **Sub Total** | **5%** |  |
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|  **C. ECONOMIC & GOVERNANCE (5%)** |  |  |
| Gifts / Hospitality / Sponsorship Policy / Procedure | 0.5% |  |
| Company Code of Conduct, Ethics ant bribery: submit copy as evidence | 1% |  |
| Previous / current experience on sustainability  | 0.5% |  |
| Availability of Internal (National) share holders  | 0.5% |  |
| Any Innovation available: submit evidence | 0.5% |  |
| Data privacy and control mechanism: Submit policy or any evidence document  | 0.5% |  |
| Litigation history, submit evidence | 0.5% |  |
| Local support and local content to boost national income: submit any available evidence  | 0.5% |  |
| **Sub Total**  | **5%** |  |
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| **PAST EXPERIENCE** |  |  |
| At least 3 names of the applicant's clients, value and duration of the contracts entered with the clients in the past two years (must be listed) | 1% |  |
| Signed contracts/LPOs (proof of the above) - at least 3 copies each | 6% |   |
| Provide at least 3 recommendation letters from different clients | 3% |   |
| **Sub Total** | **10%** |   |
|  |  |  |
| **TECHNICAL CRITERIA**  |  |  |
| Understanding of the scope  | 5% |   |
| Specific experience as per scope/ ToR (Share evidence)  | 5% |   |
| Adequate staff and staff quality (attach staff CV & Certificates) | 5% |  |
| Vendor financial position (liquidity level) \_ Analysis to be done form the submitted audited financial statements | 10% |   |
| Completeness and compliance with Scope / Technical specifications/ToR | 30% |   |
| Any proposed added value from the scope | 10% |   |
| Warranty period if applicable (more warranty period, more score) | 5% |  |
| **Sub Total** | **60%** |  |
|  |  |  |
| **OTHER AGREED TERMS** |  |   |
| Agreed with the Bid validity period **(120days)** | 0% | Mandatory |
| Agreed with our Payment terms of **30 days** after delivery or service completion | 0% | Mandatory |
| Agreed with our contract terms and conditions (attached in the RFP) | 0% | Mandatory |
| Agreed with our Taxes laws and regulations (VAT & WHT) \_compulsory deduction of with holding tax (WHT) | 0% | Mandatory |
| **Sub Total** |  |  |
|  |  |  |
| **SUPPLIER REGISTRATION DOCUMENTS FOR DUE DILIGENCE** |  |   |
| Copy of Company Memorandum and Article of Association (**MEMART**) | 0% | Mandatory |
| Copy of Latest BRELA Application of Annual Returns & BRELA search certificate | 0% | Mandatory |
| Company Shareholding Structure (ownership of shares in percentage (%), Share certificates and Passport/Voter or National ID card for Management & Shareholders | 0% | Mandatory |
| List of Directors & Shareholders | 0% | Mandatory |
| Directors ID (Passport copy, Voters ID, Business License, NIDA ID) | 0% | Mandatory |
| Signed NDA (Non-disclosure Agreement) | 0% | Mandatory |
| **TOTAL** | **100%** |  |