



Request for Proposal no. RfP24/02835: PROVISION OF BANKING SERVICES FOR UN AGENCIES IN REPUBLIC OF MOLDOVA

United Nations Development Programme, hereinafter referred to as UNDP hereby invites prospective proposers to submit a proposal for **Provision of Banking Services for UN Agencies in Republic of Moldova** in accordance with the General Conditions of Contract and the Terms of Reference as set out in this **Request for Proposal (RFP) no. RfP24/02835**.

To enable you to submit a proposal, please read the following attached documents carefully.

Section 1: This Letter of Invitation

Section 2: Instruction to Proposers

Section 3: Data Sheet

Section 4: Evaluation Criteria

Section 5: Terms of Reference

Section 6: Conditions of Contract and Contract Forms

Section 7: Proposal Forms

- **Form A:** Proposal confirmation
- **Form B:** Checklist
- **Form C:** Technical Proposal Submission
- **Form D:** Proposer Information
- **Form E:** Joint Venture/Consortium/Association Information
- **Form F:** Eligibility and Qualification
- **Form G:** Format for Technical Proposal
- **Form H:** Format for CV of Proposed Key Personnel
- **Form I:** Statement of Exclusivity and Availability
- **Form J:** Financial Proposal Submission
- **Form K:** Format for Financial Proposal
- **Form L:** Personal Banking Services Proposal
- **Form M:** Model Contract for Banking Services

Please note that a **Pre-Proposal Conference** will be conducted as below:

Time and time zone: 11:00 GMT+2 / Moldova time



Date: 27 March 2024

Venue: Zoom

Link: <https://undp.zoom.us/j/83640534451?pwd=OXpPSTRUOWY4ejJPdkxHNkUyMEp5dz09>

Meeting ID: 836 4053 4451

Passcode: 257773

The focal point for the arrangement is: Procurement Unit, UNDP Moldova, e-mail: sc.md@undp.org

Before joining the meeting kindly leave your name and contact details, after which you will be allowed to join the meeting.

If you are interested in submitting a proposal in response to this RFP, please prepare your proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the deadline for submission of proposals set out in Section 3: Data Sheet.

Should you be interested in submitting a proposal, please log in to the Quantum NextGenERP supplier portal and subscribe to this tender following the instructions in the system user guide. Please search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-00430**. Once subscribed to the tender, you will be able to receive notifications in case of amendments of the tender document and requirements.

Please indicate whether you intend to submit a bid by creating a draft response without submitting directly in the Quantum NextGenERP supplier portal.

Offers must be submitted directly in the Quantum NextGenERP supplier portal following this link: <http://supplier.quantum.partneragencies.org/> using the profile you may have in the portal (please log in using your username and password). In case you have never registered before, follow the [Supplier Portal Registration Link](#).

Please note that the access link to the Supplier registered profile is sent from Oracle within up to 3 days. In case you have not received the access link after 3 days since registration, you should address for support to UNDP at the email address: sc.md@undp.org. In case you encounter errors with registration (e.g. system states Supplier already is registered), you should address for support to UNDP at the email address: sc.md@undp.org.

Computer firewall could block *oracle* or *undp.org* extension and Suppliers might not receive the Oracle notifications.



Please turn down any firewalls on your computers to ensure receipt of email notification.

Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

Guides to assist Proposers with registration and submission of proposal can be accessed via the links below:

Guide name	Link
UNDP Quantum Supplier Guide Consolidated links document	https://undp.service-now.com/kb_view.do?sysparm_article=KB0014104
How to register to UNDP Quantum Supplier Portal	https://undp.service-now.com/kb_view.do?sysparm_article=KB0014109
How to search for tenders and submit bid response in UNDP Quantum supplier portal	https://undp.service-now.com/kb_view.do?sysparm_article=KB0014105
How to revise, retrieve, or manage a bid response after it is posted	https://undp.service-now.com/kb_view.do?sysparm_article=KB0014106
How to manage orders and invoices in UNDP Quantum Supplier Portal	https://undp.service-now.com/kb_view.do?sysparm_article=KB0014107
How to manage and update profile in	https://undp.service-now.com/kb_view.do?



UNDP Quantum Supplier Portal	sysparm_article=KB0014108
How to reset password in UNDP Quantum Supplier Portal	https://undp.service-now.com/kb_view.do?sysparm_article=KB0014099

Should you require further clarifications on the application through the Quantum online portal, kindly contact the Procurement Unit at sc.md@undp.org. Please pay attention that the proposal shall be submitted online through the Quantum system and any proposal sent to the above email shall be disqualified.

Should you require further clarifications on the Request for Proposal, Terms of Reference or other requirements, kindly communicate using the messaging functionality in the portal.

Deadline for Submission of Offers (Date and Time), which is visible in the online procurement system will be final. System will not accept submission of any proposal after that date and time. It is the responsibility of the bidder to make sure that the proposal is submitted prior to this deadline for submission.

Bidders are advised to upload proposal documents and to submit their offer a day prior or well before the date and time indicated under the deadline for submission of Offers. Do not wait until last minute. If Bidder faces any issue during submitting offers at the last minutes prior to the deadline for submission, UNDP may not be able to assist on such a short notice and will not be held liable in such instance. UNDP will not accept any offer that is not submitted directly through the System.

We look forward to receiving your proposal.

UNDP Moldova





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1 Overview

1.1 General Information

Title	RfP24/02835: Provision of Banking Services for UN Agencies in Moldova
Amendment Description	UNDP is hereby issuing Amendment no. 2 to RfP24/02835: Provision of Banking Services for UN Agencies in Republic of Moldova related to amendment of FORM K: FORMAT FOR FINANCIAL PROPOSAL. FORM K: FORMAT FOR FINANCIAL PROPOSAL has been revised to correct the volume / quantity for Wire Transfers – Outgoing – Domestic (line no. 4 from table). The changes are underlined and in red color. Revised FORM K: FORMAT FOR FINANCIAL PROPOSAL is hereby attached. All other terms and conditions of the solicitation documents, except as amended herein, shall remain unchanged and shall continue in full force and effect.
Contact Point	Procurement Unit
Outcome	
Two Stage Evaluation	Yes
E-Mail	sc.md@undp.org
Reference Number	RfP24/02835
Beneficiary Country	MDA

Introduction

Request for Proposal no. RfP24/02835: PROVISION OF BANKING SERVICES FOR UN AGENCIES IN REPUBLIC OF MOLDOVA

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We look forward to receiving your proposal.

UNDP Moldova

This is a two stage negotiation and all responses will be evaluated in two stages.

1.2 Tender Timeline

Preview Date	
Open Date	11/04/24 13:05 PM
Close Date	16/04/24 13:30 PM
Time Zone	Coordinated Universal Time

1.3 Response Rules



This negotiation is governed by all the rules displayed below.

	Rule
<input checked="" type="checkbox"/>	Suppliers are allowed to respond to selected lines
<input checked="" type="checkbox"/>	Suppliers are allowed to revise their submitted response

1.4 Terms

Negotiation Currency MDL



2 Requirements

**Response is required*

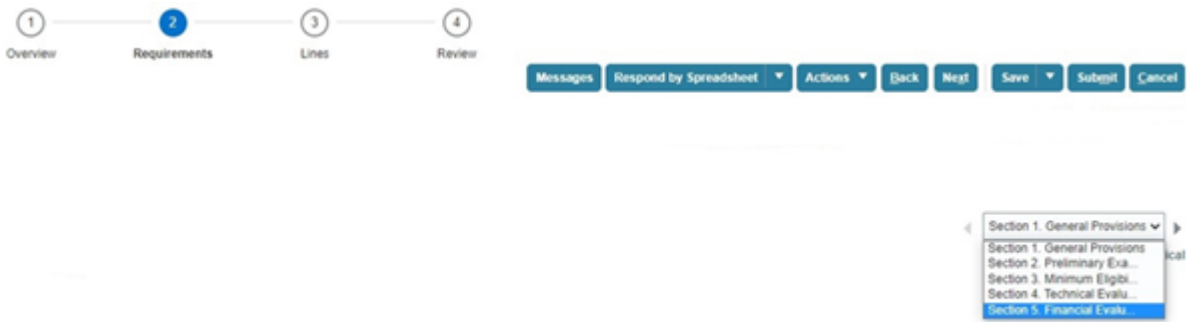
Please review carefully the requirements and questions in this section.

*Please provide answers where required (marked with *asterisk symbol) and upload supporting documents when requested so (marked with *asterisk symbol).*

Kindly note that your Financial Proposal file (Forms J and K) must be uploaded separately only under Section 6 (the "Financial Evaluation" section below/ Commercial). The inclusion of the Financial Proposal in the commercial section shall ensure that the Financial Proposal cannot be opened nor viewed until the technical evaluation is completed. Non-compliance with this instruction may result in rejection of the proposal received. The price should also be included in the Price Schedule on the platform under "Lines".

Kindly note that your Personal Banking Services Proposal file (Form L) must be uploaded separately only under Section 6 (the "Financial Evaluation" section below/ Commercial). The Personal Banking Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for the Personal Banking Proposal file shall be requested, if necessary, after completion of financial evaluation. Non-compliance with this instruction may result in rejection of the proposal received.

Please note that there are several Sections to be filled in, under the "Requirements" (2) step on the right side the page:



2.1 Section 1. General Provisions

***1. General Instructions to Proposers**

This tender is governed by the provisions in Section 2. Instructions to Proposers herewith attached. By participating and submitting an offer you confirm to have understood and accepted such provisions.



***2. Bid Data Sheet**

Section 3. Bid Data Sheet contains information and instructions specific to this Tender. Please confirm to have read, understood, and accepted such provisions, herewith attached.

2.2 Section 2. Preliminary Examination Criteria

***1. General Conditions of Contract**

Do you accept the General Conditions of Contract as specified in Section 6: Conditions of Contract and Contract Forms?

***2. Proposal Validity**

Do you accept that your proposal is valid as required in General Instructions and Bid Data Sheet sections?

***3. Proposal Forms**

Please provide Technical Proposal Forms (A-I) as per forms provided, duly signed by a legal representative of your company.

Do not provide the Financial Proposal Forms (J-K) at this stage. The Financial Proposal Forms (J-K) shall be submitted only in the "Commercial section" below. Non-compliance with this instruction may result in rejection of the proposal received.

Do not provide the Personal Banking Services Proposal file (Form L) at this stage. The Personal Banking Services Proposal file (Form L) shall be submitted only in the "Commercial section" below. The Personal Banking Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for the Personal Banking Proposal file shall be requested, if necessary, after completion of financial evaluation. Non-compliance with this instruction may result in rejection of the proposal received.

***4. Bank profile**

Please provide the Bank Profile, which should not exceed twenty (20) pages, including printed brochures and product catalogues relevant to the services being procured.

***5. Legal documents**

Please provide legal documents including:

- Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Proposer is not a corporation
- Applicable license of the business
- Members of the Governing Board and their Designations duly certified by the Corporate Secretary, or its equivalent document if Proposer is not a corporation
- List of Shareholders and Other Entities Financially Interested in the Bank owning 5% or more of the stocks and other interests, or its equivalent if Proposer is not a corporation
- Local Government permit to locate and operate in the current location of office
- Trade name registration papers, if applicable

***6. Tax Registration/Payment Certificate**

Please provide the Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder.

7. JV/Consortium/Association agreement or Subcontracting Agreement

Please provide JV/Consortium/Association agreement or Subcontracting Agreement or letter of intent to



form a consortium or a partnership, if applicable.

***8. Official Evidence of the Bank's Industry Rating**

Please provide official evidence of the Bank's Industry Rating, as applicable.

***9. Official Evidence of direct relationship with international banking channel for USD and EUR clearing**

Please provide official evidence of direct relationship with international banking channel for USD and EUR clearing.

***10. Financial Statements**

Please provide the latest Audited Financial Statements (Income Statements and Balance Sheets) including Auditor's Reports or registered Financial Report at the Statistical Bureau for the past 3 (three) years for the Bidder (2021-2023).

***11. Methodology and Approach**

Please provide a detailed description of the Methodology and Approach for the services required in the ToR, with clear distribution of roles and responsibilities of the proposed key personnel. The methodology shall include item-by-item commentary, demonstrating the substantial responsiveness of the proposal to the requirements

***12. Client Reference List and Statements of Satisfactory Performance**

Please provide a client reference list (minimum 3 (three)) to whom the same or similar services are required by this RFP have been rendered and corresponding Statements of Satisfactory Performance from the named clients.

***13. Copies of contracts to prove that Offeror meets the similar experience requirement**

Please provide copies of contracts to prove that Offeror meets the similar experience requirement (stated under Section 4: Evaluation Criteria).

***14. CVs and Statements of Exclusivity and Availability**

Please provide CVs (signed by the envisaged personnel), clearly stipulating the relevant experience which meets the listed requirements, of the Key personnel (mentioned under Section 4: Evaluation Criteria and Section 5: Terms of Reference).

Please provide Statements of Exclusivity and Availability (signed by the envisaged personnel) for the Key personnel proposed.

***15. Quality Certificates**

Please provide (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any.

***16. Environmental Compliance Certificates, Accreditations, Markings/Labels, and other**

Please provide Environmental Compliance Certificates, Accreditations, Markings/Labels, and other evidence of the Proposer's practices which contributes to the ecological sustainability of reduction of environment impact (e.g., use of non-toxic substances, recycled raw materials, energy-efficient equipment, reduced carbon emission, etc.).

2.3 Section 3. Minimum Eligibility and Qualification Criteria

1. Minimum Eligibility and Qualification Criteria

Minimum eligibility and qualification criteria will be evaluated on a Pass/Fail basis.

If the Proposal is submitted as a Joint Venture, Consortium or Association, each member should meet the



minimum criteria, unless otherwise specified.

Eligibility Criteria	Documents to establish compliance
Legal Status: Proposer is a legally registered entity in Republic of Moldova.	Form D: Proposer Information
Diversity, Inclusion and Belonging: Proposer belongs to a diverse supplier group, including micro, small or medium sized enterprise, women or youth owned business or other.	Form D: Proposer Information
Eligibility: Vendor is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organisation in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Conflict of Interest: No conflicts of interest in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Bankruptcy: The Proposer has not declared bankruptcy, in not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future	Form C: Technical Proposal Submission
Certificates and Licenses: § Proposer has a valid registration and license from the National Bank of	Valid registration and



Moldova to operate as a Commercial Bank. § Proposer is a member of SWIFT. § Proposer has provided official evidence of direct relationship with international banking channel for USD and EUR clearing. § Proposer has provided official evidence of the Bank's Industry Rating.	license from the National Bank of Moldova SWIFT BIC directly in the name of the proposer Full routing details and account numbers maintained by the Proposer with the international clearing banks. Official Evidence of the Bank's Industry Rating
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Qualification Criteria	Documents to establish compliance
History of non-performing contracts ^[1] : Non-performance of a contract did not occur as a result of contractor default within the last 3 years ¹ .	Form F: Eligibility and Qualification
Litigation History: No consistent history of court/arbitral award decisions against the Proposer for the last 3 years.	Form F: Eligibility and Qualification
Previous Experience:	



<p>Minimum 10 (ten) years of relevant experience in provision of banking services in Republic of Moldova.</p> <p><i>(For JV/Consortium/Association, TEAM Lead company should meet requirement).</i></p>	Form F: Eligibility and Qualification
<p>Minimum 5 (five) months with monthly transactions equivalent to USD 20 million, for the same nature and complexity of services (banking services) over the last 12 (twelve) months.</p> <p><i>(For JV/Consortium/Association, TEAM Lead company should meet requirement).</i></p>	Form F: Eligibility and Qualification
Minimum Key Personnel:	
<p>The minimum personnel mandatory for the implementation of the contract:</p> <ul style="list-style-type: none"> • 1 (one) dedicated Project Manager/Account Manager for UN Agencies with minimum 5 (five) years of relevant experience in managing contracts for provision of banking services. • 2 (two) dedicated service representatives/ relationship managers proposed. <p><i>(For JV/Consortium/Association, TEAM Lead company should meet requirement).</i></p>	<p>Attach required documents to:</p> <ul style="list-style-type: none"> • Form H: Format for CV of Proposed Key Personnel • Form I: Statement of Exclusivity and Availability
Financial Standing:	



<p>Liquidity, safety and soundness: The Ratio over the last 3 (three) years must meet the minimum requirement specified below for each category:</p> <ul style="list-style-type: none">· Capital adequacy ratio must be equal or greater than 12%· Liquidity ratio must be equal or greater than 25%· Capital deposit must be equal or greater than 5% <p>Proposers must include in their Proposal audited balance sheets cover the last 3 (three) years.</p> <p><i>(For JV/Consortium/Association, TEAM Lead company should meet requirement).</i></p>	<p>Copy of audited financial statements for the last 3 (three) years.</p> <p>Relevant official evidence related to capital adequacy ratio, liquidity ratio and capital deposit for the last 3 (three) years.</p> <p>Form F: Eligibility and Qualification</p>
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^[1]Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employer's decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

***2. Compliance with Minimum Eligibility and Qualification Criteria**
Do you confirm that you comply with the Minimum Eligibility and Qualification Criteria?

2.4 Section 4. Technical Evaluation Criteria

- 1. Technical Evaluation Criteria**
The technical proposal will be evaluated based on the criteria set here below following the maximum obtainable points set.
Evaluation team will score each criteria based on the information provided in the proposal.



To pass the technical evaluation, the proposal must score at least 70% of the maximum total obtainable points.

Narrative and applicable documents relevant to this section must be provided under the Technical Proposal (Forms A-I) or uploaded here.

	Criteria	Max. Points Obtainable
A	BACKGROUND	31
A1	Safety & Soundness	
A1 1	<div>Average Total Assets for the past 3 (three) years</div> <div><div>- Above 25 billion MDL – 5 pts</div><div>- Between 20 and 24 billion MDL – 4 pts</div><div>- Between 15 and 19 billion MDL – 3 pts</div><div>- Less than 15 billion MDL – 2 pts</div></div>	5



A1 2	<p>Most recent financial audit statement (showing liquid business and good legal relationship with other entities)</p> <ul style="list-style-type: none"> - <i>Capital adequacy ratio: between 12% and 20% - 2.5 pts, greater than 20% - 5 pts</i> - <i>Liquidity ratio: between 25% and 30% - 2.5 pts, greater than 30% - 5 pts</i> - <i>Capital deposit ratio: between 5% and 10% - 2.5 pts, greater than 10% - 5 pts</i> 	15
A2	Geographical Coverage & Presence	
A2 1	<p>Number of branches, locations and capacities of these branches based on the average data for past 3 (three) years</p> <ul style="list-style-type: none"> - <i>Above 50 branches – 3 pts</i> - <i>Between 25 and 49 branches – 2 pts</i> - <i>Less than 24 branches – 0 pts</i> 	3
A2 2	<p>Years of operation</p> <ul style="list-style-type: none"> - <i>More than 25 years of operations – 3 pts</i> - <i>Between 10 and 24 years of operations – 1 pts</i> 	3



A2 3	<p>Competitive Position (market share of bank total assets versus bank market total assets) based on the average data for past 3 (three) years</p> <ul style="list-style-type: none"> - <i>Above 25% market share – 5 pts</i> - <i>Between 15% and 24% market share – 3 pts</i> - <i>Less than 15% market share – 1 pts</i> 	5
B	BANK SERVICES	19
	TRANSACTIONAL SERVICES	
B1	<p>Beneficiary Charges and fees from correspondent banks</p> <ul style="list-style-type: none"> - <i>Charges applied to sender. Beneficiary receives full amount of payment – 1.5 pts,</i> - <i>Charges applied to beneficiary – 0 pts</i> - <i>Beneficiary is informed if correspondent bank fees shall apply – 1.5 pts</i> 	3
B2	Processing times of wire transfers	



B2 1	<p>General processing times</p> <ul style="list-style-type: none">- <i>In-country transfer processed and completed within 24 hours – 0.5 pts</i>- <i>In-country transfer processed and completed in more than 24 hours – 0 pts</i>- <i>Out-of-country transfer processed and completed within up to 2 (two) days – 0.5 pts</i>- <i>Out-of-country transfer processed and completed in more than 2 (two) days– 0 pts</i>	1
B2 2	<p>Cut-Off Times for receiving client wire transfer authorization by electronic means</p> <ul style="list-style-type: none">- <i>Close of business day for same day transfer – 2 pts</i>- <i>Up to 2 (two) hours before close of business day for same day transfer – 1 pts</i>- <i>More than 2 (two) hours before close of business day for same day transfer – 0 pts</i>	2
B3	Funds availability schedule for (specify currency as appropriate)	



B3 1	<p>In-country wire transfer deposit (credit)</p> <ul style="list-style-type: none"> - <i>At the start of the next business day after the banking day that the deposit is made – 1 pts</i> - <i>More than 1 (one) business day after the banking day that the deposit is made – 0 pts</i> 	1
B3 2	<p>International wire transfer deposit (credit)</p> <ul style="list-style-type: none"> - <i>At the start of the next business day after the banking day that the deposit is made – 1 pts</i> - <i>Up to 2 (two) business days after the banking day that the deposit is made – 0.5 pts</i> - <i>More than 2 (two) business days after the banking day that the deposit is made – 0 pts</i> 	1
B4	<p>Possibility and means to handle small amount non-recurring payments to beneficiaries who do not have bank accounts</p> <p><i>Yes – 1 pts, No – 0 pts</i></p>	1
	FOREIGN EXCHANGE	

B5	Number of currencies <ul style="list-style-type: none"> - <i>Services offered in 3 (three) currencies or more – 2 pts</i> - <i>Services offered in less than 3 (three) currencies – 0 pts</i> 	2
B6	Methodology used to establish the exchange rates used for quotes on purchase or sale of currencies (based on competitiveness of quotes, execution, and timely settlement) <ul style="list-style-type: none"> - <i>Methodology presented with sufficient details to understand the process – 2 pts</i> - <i>Methodology is brief and does not include many details, posing impediments in proper understanding – 1 pts</i> 	2
B7	Provision of same day credit in local currency for the sale and conversion of a USD or EURO check to local currency <ul style="list-style-type: none"> - <i>Same day credit – 2 pts</i> - <i>No – 0 pts</i> 	2



B8	<p>Normal settlement period for a Foreign Exchange transaction via Electronic Funds Transfer requiring the sale of USD or EURO by the UN for local currency</p> <ul style="list-style-type: none"> - <i>Up 2 (two) business days from trade date – 2 pts</i> - <i>More than 2 (two) business days from trade date – 0 pts</i> 	2
B9	<p>Cut-off times for foreign exchange transactions</p> <ul style="list-style-type: none"> - <i>Close of business day for same day transaction – 2 pts</i> - <i>Up to 2 (two) hours before close of business day for same day transaction – 1 pts</i> - <i>More than 2 (two) hours before close of business day for same day transaction – 0 pts</i> 	2
C	ELECTRONIC BANKING, SECURITY CONTROL, AND INFORMATION REPORTING	20



C1	<p>Electronic Banking (payment initiation, API interface with UNDP ERP system with the capability to process file format ISO 20022 pain XML ver3 or any other industry standard file format, support file encryption through GPG encryption protocol and receive MT103/102/202 and send MT940 via SWIFT)</p> <ul style="list-style-type: none">- <i>API interface with UNDP ERP system possible – 5 pts</i>- <i>API Interface with UNDP ERP system not possible- 0 pts</i>	5
C2	<p>Accessibility</p> <ul style="list-style-type: none">- <i>Type of access: Web based access – 3 pts or desktop application – 2 pts</i>- <i>Ongoing security administration for access: 1 (one) security requirement – 1 pts or more than 1 (one) security requirements to gain access – 2 pts</i>	5



C3	Security <ul style="list-style-type: none"> - <i>100% automated interface – 2.5 pts</i> - <i>Interface with manual intervention necessary – 0.5 pts</i> - <i>Control mechanism to minimize the risk for manual intervention in place – 1 pts</i> - <i>Audit for unauthorized use feature in place – 0.5 pts</i> - <i>System upgrade plan to improve security and controls in place – 1 pts</i> 	5
C4	Information Reporting (type of reporting - SWIFT MT940, bank web-based online system, bank system installed on the client's site, or PDF received by mail and frequency of the reporting) <ul style="list-style-type: none"> - <i>Any type of reporting listed above – 2.5 pts</i> - <i>Daily reporting – 2.5 pts</i> 	5
D	CUSTOMER SERVICE	10



D1	<p>Customer Service (dedicated service representative and relationship manager, timeliness and accuracy in response to inquiry and resolving problems including problems at the corresponding banks, frequency of customer visits to understand customer needs)</p> <ul style="list-style-type: none">- <i>3 (three) dedicated service representatives/ relationship managers proposed – 3 pts</i>- <i>More than 3 (three) dedicated service representatives/ relationship managers proposed – 4 pts</i>- <i>Response in up to 4 (four) hours to resolve problems satisfactorily - 2 pts</i>- <i>Response in 1 (one) day to resolve problems satisfactorily – 0.5 pts</i>- <i>More than 3 (three) customer visits per month – 2 pts</i>- <i>Less than 3 (three) customer visits per month – 0.5 pts</i>- <i>Understand client needs/challenges and ability to match suitable products/solutions – up to 2 pts</i>	10
E	RISK MANAGEMENT	5



E1	<p>Business Contingency Planning and Disaster Recovery</p> <ul style="list-style-type: none"> - <i>Business Contingency Plan: Yes – 2 pts, No – 0 pts</i> - <i>Disaster Recovery Plan: Yes – 1.5 pts, No – 0 pts</i> - <i>Measures that ensure uninterrupted banking service to UNDP: Yes – 1.5 pts, No – 0 pts</i> 	5
F	OTHER SERVICES: MANAGEMENT OF CASH AND LIQUIDITY ISSUES	15
F1	<p>Methodology to ensure sufficient cash and liquidity available to run the business of UNDP and participating UN agencies</p> <ul style="list-style-type: none"> - <i>Presented with sufficient details to understand the process – 4 pts</i> - <i>Brief methodology that doesn't include many details, posing impediments in proper understanding – 1 pts</i> 	4



F2	<p>Bank approach to ease access to cash for UNDP and participating UN agencies, their vendors/suppliers and staff</p> <ul style="list-style-type: none">- <i>Presented with sufficient details to understand the process – 4 pts</i>- <i>Briefly presented approach that doesn't include many details, posing impediments in proper understanding – 1 pts</i>	4
F3	<p>Methodology describing how the bank will handle UNDP and participating UN agencies payments (USD and MDL) made in favour of vendors/suppliers and staff who have bank accounts with other local banks</p> <ul style="list-style-type: none">- <i>Presented with sufficient details to understand the process – 2 pts</i>- <i>Brief methodology that doesn't include many details, posing impediments in proper understanding – 1 pts</i>	2



F4	<div>ATMs coverage and accessibility</div> <div><div>- More than 150 ATMs – 3 pts</div><div>- Between 100 and 150 ATMs – 2 pts</div><div>- Less than 100 ATMs – 1 pts</div></div> <div>ATM withdrawal for international cards such as Visa and Mastercard for UNDP and participating UN agencies staff: Yes – 2 pts, No – 0 pts</div>	5
TOTAL		100

2.5 Section 5. Financial Evaluation

*1. Financial Proposal

Please provide the cost breakdown of your financial proposal as per Form K (Format for Financial Proposal) and instructions provided. Indicate the total amount here and make sure it matches with the total amount indicated line items.

*2. Personal Banking Services Proposal

Please provide the cost breakdown of your personal banking services proposal as per Form L (Personal Banking Services Form) and instructions provided.

Please note that Form L must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for the Personal Banking Proposal file shall be requested if necessary after completion of financial evaluation based on Form J and Form K. Please, ensure that no other documents are disclosing your personal banking services proposal apart from Form L. Non-compliance with this instruction may result in rejection of the proposal received.]

2.6 Section I-2.



2.7 Section I-3.

2.8 Section I-4.



3 Lines

Instructions

Please prepare the Financial Proposal following the format from Forms J, K and L and submit them in an envelope separate from the Technical Proposal (Forms A-I) as indicated in the Instruction to Proposers.

The inclusion of any financial information in the Technical Proposal (Forms A-I) shall lead to disqualification of the Proposer.

The Financial Proposal should align with the requirements of the Terms of Reference and the proposer's Technical Proposal.

Kindly note that you are expected to complete both Form J and K and upload these forms under the Commercial Section 6 in "Requirements" as well as complete the item line pricing below including the total proposal amount.

Additionally, you are expected to complete the Personal Banking Services Proposal file (Form L) and upload the form under the Commercial Section 6 in "Requirements". The Personal Banking Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for the Personal Banking Proposal file shall be requested, if necessary, after completion of financial evaluation. Non-compliance with this instruction may result in rejection of the proposal received.

3.1 Line Information

Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
1-1. Account Maintenance / Per Month / Please list Total Annual Amount as per Form K	84121500						



Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
2-2. Foreign Exchange Transactions specifically sale of US Dollars for local currency / Please list Total Annual Amount as per Form K	84121500						
3-3.1. Wire Transfers - Incoming - Domestic / Per Transaction / Please list Total Annual Amount as per Form K	84121500						
4-3.2. Wire Transfers - Incoming - International / Per Transaction / Please list Total Annual Amount as per Form K	84121500						
5-4.1. Wire Transfers - Outgoing - Domestic / Per Transaction / Please list Total Annual Amount as per Form K	84121500						
6-4.2. Wire Transfers - Outgoing - International / Per Transaction / Please list Total Annual Amount as per Form K	84121500						



Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
7-5.1. Balance and Transaction Reporting (list applicable reports and respective fees) - Daily Prior-Day Report / Per Month / Please list Total Annual Amount as per Form K	84121500						
8-5.2. Balance and Transaction Reporting (list applicable reports and respective fees) - Transaction Reports / Per Month / Please list Total Annual Amount as per Form K	84121500						
9-6. Interest on Current Account / Rate (%) / Please list Total Annual Amount as per Form K	84121500						
10-7. Electronic Banking / Per Transaction / Please list Total Annual Amount as per Form K	84121500						

