

Request for Proposal (RFP)

Reference No: AUAF-RFP-20-004

Issue Date: 09 July 2020

Deadline: 19 July 2020

Project

Provision of Mobile Credit E-Top Up

The quotations will be accepted from 01:00 PM to 5:00 PM on 19 July 2020. Submit the soft copy of the quotations through our Tender Email Address tender@auaf.edu.af. Please don't submit the quotations before or after the above mentioned date. You may send your question no later than 10:00 AM 16 July, 2020 to procurement@auaf.edu.af and cc mshahid@auaf.edu.af, failing to do so will result in no response.

The American University of Afghanistan
Darulaman Road,
District 6, Kabul, Afghanistan

1. Background

The American University of Afghanistan (AUAF) is Afghanistan's only private, not-for-profit, institution of higher education, offering internationally-supported degree programs and education who intends to provide monthly top-up for the students, faculties and staff who work remotely during the COIVD lockdown.

2. Project Summary

American University of Afghanistan (AUAF) intend to provide monthly top-up for the students, faculties and staff who work remotely during the COIVD lockdown. The decision made by the senior management after the physical platform changed to virtual and online due to Covid-19 Pandemic. The main purpose was to help student's faculties and staff to enable sufficient amount of Internet Packages in a monthly basis and to be able to attend their online classes.

AUAF is seeking qualified national and international companies who specialize in the area of Mobile Credit Transfer to submit proposals for this project. All interested companies who have similar experience and qualification in the field of mobile credit transfer are invited to submit electronic proposals in accordance with the proposal submission guidelines contained within this document.

3. Government Withholding Tax

Pursuant to Article 72 in the Afghanistan Tax Law effective March 21, 2009, AUAF is required to withhold "contractor" taxes from the gross amounts payable to all Afghan/International for-profit subcontractors/vendors. In accordance with this requirement, AUAF shall withhold two percent (2%) tax from all gross invoices to Afghan subcontractors/vendors under this Agreement with active AISA or Ministry of Commerce license. For subcontractors/vendors without active AISA or Ministry of Commerce license, AUAF shall withhold seven percent (7%) "Contractor" taxes per current Afghanistan Tax Law.

Before the signing of this Agreement, the subcontractor/vendor will provide a copy of the organization's AISA or Ministry of Commerce license and TIN (Tax Identification Number). Amounts deducted from the invoices will be forwarded to the Ministry of Finance (MOF) Tax Division credited to the firm's TIN. Records of payments to the MOF shall be maintained on file with AUAF.

4. Penalty Charges

If the Contactor fails to provide the specified services in the scope of service, AUAF shall, without prejudice to its other remedies under the contract price, as liquidated damages, deduct a sum equivalent to five percent (5%) of the contract total for the undelivered service required by AUAF & IWPS until actual delivery, up to a maximum deduction of Ten Percent (10%) of the Contract value.

5. Eligibility for Fund

AUAF shall not award a contract/subcontract to any firm or firms' principals who are debarred, suspended, or otherwise considered ineligible by U.S. Government.

Terrorism Executive Order 13224

The Contractor must agree and certify to take all necessary actions to comply with Executive Order No. 13224 on Terrorist Financing; blocking and prohibiting transactions with persons who commit, threaten to commit, or support terrorism.

E.O. 13224 is available at:

<https://ustreas.gov/offices/enforcement/ofac/programs/terror/terror.pdf>. The attachment does not include 'Names of Those Designated' after 23 September 2001; therefore, Contractors are required to obtain the updated list at the time of procurement of goods or services. The updated list is available at: <http://www.treas.gov/offices/enforcement/ofac/sdn/>. Additional restricted party screening may also be performed through the Excluded Parties List System, which is available online at the following address: <https://www.epls.gov/>. AUAF will search against the company, President, and Vice President' names in the System for Award Management (SAM), Consolidated United Nations Security Council Sanctions List, and in the Office of Foreign Assets Control (OFAC), to verify whether they have not been debarred, excluded or suspended from Federal Government Procurement.

6. Sub-contracting

In the event the Contractor requires the services of subcontractors, the Contractor shall obtain prior written approval of AUAF for all such subcontractors. The approval of AUAF shall not relieve the Subcontractor of any of obligations under the anticipated Subcontract, and the terms of any Subcontract shall be subject to and in conformity with the provisions of the anticipated contract.

7. Source, Origin and Nationality

The vendor may not supply any goods or services manufactured in or shipped from the following countries: Cuba, Iraq, Iran, Laos, Libya, North Korea, or Syria.

8. Inspection

AUAF shall have reasonable time to inspect the service and to reject acceptance in not conforming to the Scope of Service of this RFP.

9. Statement of Work/Specification

All companies submitting their Proposals should be from among the major national or international supplier in relevant field.

10. B. Scope of Work (SOW)

Considering the AUAF mission throughout the lockdown is to keep the online classes running normally and thus AUAF has decided to pay the internet packages cost for the students to be able to attend their classes. This also implies on the faculties and staff who work remotely during this period. Yet, the lockdown duration is not clear and if it continues, AUAF will also continue providing the top-up for students, faculties and staff. As a result, we can conclude that based on the current requirements, AUAF need to have a proper BPA contract with any reseller company to facilitate us the top-up services so that we can easily transfer credits for the community member for the next phases until the lockdown gets over.

AUAF need to select a reseller company who has relevant experience and can meet all our requirement before to grant them the project. This will allow us to have a transparent top-up

process in each phases. Therefore, we have listed below technical criteria, which will help us to identify the best reseller company for this project.

To sum up, the complete concept behind this project is to provide efficient and on time support to the community members. To consider the importance of this project, we will require the below mentioned criteria as a priority when selecting any vendor for this project. The score in the criteria section is given based on the importance of the parameter in our future work and we believe that the criteria's are deeply evaluated and considered based on our current requirements.

11. Evaluation Process

The proposals will be evaluated in terms of fairness and best value to AUAF considering both technical and cost factors. AUAF will use the Trade-Off Process Method (*FAR Part: 15.101-1*). AUAF may reject all of the proposals submitted for good cause. AUAF may negotiate price or service provided in terms with one or more of the bidders if it feels that negotiations would improve the chances that AUAF receives a better quotation.

Technical Proposal Factors for award:

Technical Proposal Factors for award: S. No.	Parameter	Score
1.0: Experience	The vendor needs to have at least 5 years proven work experience and extensive knowledge in credits transferring	10
2.0: Bulk Transactions	The top-up web application must provide us with the ability to transfer credit to batches of at least 250 or more phone numbers in one attempt.	20
3.0:Single Transactions	The platform must have the feature to enable us to transfer credit to individual phone numbers.	10
4.0:Extensive Reporting	The platform must have reporting features so that we can generate detailed reports of successful and failed transitions along with their timestamps, phone numbers to which the transactions are made, telecom names, transaction number for each transaction, credit amount, etc. In addition, it should provide us with an account statement so we can track our expenses and remaining balance.	20
5.0: Transaction Time	The platform must be powerful and fast enough to process 100 transactions in between 40 to 50 minutes.	10
6.0: Credit Reversal:	The vendor must be able to contact any of the five telecom companies on behalf of us in case we need a certain amount of credit to be reversed from a particular phone number. They must track a case and inform us of the result.	10
7.0: Dashboard:	It will be a plus point if the platform has a dashboard with graphs, charts, and statistics that details all of the financial transactions, the count of phone numbers by telecom companies. The more detailed, the better.	10
8.0:Secure Transactions:	Their web application must use HTTPS or TLS as their encryption protocol in order to keep the security and privacy of the system safe and secure.	10
Total		100

RFP Terms & Conditions:

Please read carefully all terms and conditions of RFP before you bid.

Administrative Requirements	Valid Business License issued by Afghan Government Note: Proposals without valid business license will be disqualified.
Payment Terms	Net 45 days after the receipt of the proper invoice and satisfactory service.
Validity of Proposal	90 days
Completeness of Proposal.	<input type="checkbox"/> Partial bids allowed <input checked="" type="checkbox"/> Partial bids not allowed
Delivery Point for Proposals:	Attn: Procurement Department Email: tender@auaf.edu.af
Withholding Tax.	As per Afghan tax withholding law
Submission Deadline Requirement:	Bids/Proposals received after the due date will not be considered further.

12. Negotiations

Best offer proposals will be requested. It is anticipated that a contract will be awarded solely on the basis of the original offers received. However, AUAF reserves the right to conduct discussions, negotiations and/or request clarifications prior to awarding a Contract. Furthermore, AUAF reserves the right to conduct a competitive range and to limit the number of offerors in the competitive range to permit an efficient evaluation environment among the most highly-rated proposals. Highest-rated offerors, as determined by the technical evaluation committee, may be asked to submit their best prices or technical responses during a competitive range. At the sole discretion of AUAF, offeror may be requested to conduct oral presentations. If deemed an opportunity, AUAF reserves the right to make separate awards per component or to make no award at all.

13. Proposal Submission Guidelines

The proposal shall be consisted of the following:

Bids should be submitted in two separate files, one Technical Proposal and Financial Proposal in soft copies to the below email address from 1:00 Pm to 5:00 PM Kabul time on 19th July 2020 clearly mentioning the RFP number (AUAF-RFP-20-004) in the subject line to the Email: tender@auaf.edu.af.

Note: Please clearly name the file/folder separately “Technical Proposal” and “Financial Proposal” so that we can easily identify the technical and financial proposals.

14. Others

AUAF as not-for-profit institutions expect to be charged no more than standard humanitarian agency rates. AUAF will not pay any of the bidders’ cost of preparing their proposals under this RFP.

15. Required Proposal Documents:

The offerors cover letter shall include the following information:

- i. Name of the company or organization
- ii. Type of company or organization
- iii. Address
- iv. Telephone
- v. Fax
- vi. E-mail
- vii. Full names of members of the Board of Directors and Legal Representative (as appropriate)
- viii. Taxpayer Identification Number
- ix. Official bank account information
- x. Other required documents that shall be included as attachments to the cover letter:
 - a) Copy of registration or incorporation in the public registry, or equivalent document from the government office where the offeror is registered.
 - b) Copy of company tax registration, or equivalent document.
 - c) Copy of trade license, or equivalent document.
 - d) Evidence of Responsibility Statement, whereby the offeror certifies that it has sufficient financial, technical, and managerial resources to complete the activity described in the scope of work, or the ability to obtain such resources.

A sample cover letter is provided below.

1. Technical Proposal:

The sections of the technical proposal stated above must respond to the detailed information set out in Section 9 “Statement of Works” and Section 10 “Evaluation and Basis for Award” of this RFP, which provides the understanding of the scope of services and requirement, past performance experience, technical and qualified personnel etc.

2. Financial Proposal:

The financial proposal is used to determine which proposals represent the best value and serves as a basis of negotiation before award of a contract.

You will have to let us know how much discount you can offer to AUAF in percentage for all telecommunication companies in Afghanistan for instance, Etisalat, MTN, AWCC, Salaam and Roshan.

16. Cover Letter

[Offeror: Insert date]

[Insert name of point of contact for RFP]
 [Insert designation of point of contact for RFP]
 [Insert project name]
 [Insert project office address]

Reference: Request for Proposals [Insert RFP name and number]

Subject: [Offeror: Insert name of your organization]'s technical and cost proposals

Dear Mr./Mrs. [Insert name of point of contact for RFP]:

[Offeror: Insert name of your organization] is pleased to submit its proposal in regard to the above- referenced request for proposals. For this purpose, we are pleased to provide the information furnished below:

Name of Organization's Representative _____
 Name of Offeror: _____
 Type of Organization: _____
 Taxpayer Identification Number _____
 Address: _____
 Address: _____
 Telephone: _____
 Fax: _____
 E-mail: _____

As required by section I, I.7, we confirm that our proposal, including the cost proposal will remain valid for [insert number of days, usually 60 or 90] calendar days after the proposal deadline.

We are further pleased to provide the following annexes containing the information requested in the RFP:

[Offerors: It is incumbent on each offeror to clearly review the RFP and its requirements. It is each offeror's responsibility to identify all required annexes and include them]

- I. Copy of registration or incorporation in the public registry, or equivalent document from the government office where the offeror is registered.
- II. Copy of company tax registration, or equivalent document.
- III. Copy of trade license, or equivalent document.
- IV. Evidence of Responsibility Statement.

Sincerely yours,

 Signature
 [Offeror: Insert name of your organization's representative]
 [Offeror: Insert name of your organization]

17. APPENDIX A

COMPANY'S BUSINESS LICENSE

Please Attach

18. APPENDIX B

SUMMARY OF RELEVANT CAPABILITY, EXPERIENCE AND PAST PERFORMANCE

Include projects that best illustrate your experience relevant to this (RFP) or similar activities, sorted by decreasing order of completion date.

Projects should have been undertaken in the past three years (i.e. 2017, 2018 and 2019).

No	Project Title and Description of Activities	Location Province/District	Client Name/Email/Tel #	Cost in US\$	Start Dates	End Dates	Completed on Schedule (Yes/No)	Subcontractor or Prime Contractor?
1								
2								
3								