

REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

| DATE: July 7, 2020 |
|--------------------|
| |
| REFERENCE: 67430 |

Dear Sir / Madam:

We kindly request you to submit your Proposal for Government of India Domestic Peer Exchange.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **Thursday**, July 16, 2020 via email to the address below:

United Nations Capital Development Fund Uncdf.procurement@uncdf.org Cc: amela.cosovic-medic@uncdf.org

Your Proposal must be expressed in **English** and valid for a minimum period of 90 days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNCDF after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

The Technical Proposal and Financial Proposal files MUST BE COMPLETELY SEPARATE and sent separately and clearly marked as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL," as appropriate. Each document shall include the Proposer's name and address.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNCDF requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNCDF, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNCDF's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNCDF after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNCDF reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNCDF/UNDP in this link: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html

Please be advised that UNCDF is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNCDF's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/

UNCDF encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNCDF if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNCDF implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNCDF, as well as third parties involved in UNCDF activities. UNCDF expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : <u>http://www.un.org/depts/ptd/pdf/conduct_english.pdf</u>

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Keyzom Ngodup Asia PAC Regional Lead 7/7/2020

Description of Requirements

| Context of the Requirement | Government of India Domestic Peer Exchange |
|--|--|
| Implementing Partner of | |
| UNCDF | n/a |
| Brief Description of the | • This initiative, in the short-term, works with the Government's |
| Required Services | Empowered Group on Covid-19 Economy and Relief Cash Transfers |
| | to achieve the following objectives: |
| | • To identify solutions to Covid-19 relief payments (G2P) such as cash- |
| | out, liquidity management and coordination/partnership with the |
| | private sector for the development of the digital payments |
| | acceptance points for P2B transactions to support social distancing |
| | and access to essential goods and services. |
| | • To help high-performing States to articulate their key results in ways |
| | that can be shared as tangible examples and actions for other States |
| | to consider and adopt. |
| | • To create a forum for dialogue and discussion to help Indian states |
| | learn from each other beyond the learning webinars. |
| List and Description of | Increased understanding of role of fintech in digital payments in the |
| Expected Outputs to be Delivered | policy updates to accelerate responsible digital payments to be |
| Delivered | released by the Government of India. |
| | • Specific commitments for responsible digitization of payments by |
| | Indian States, with clear articulation of the roles at State-level to |
| | empower women in digital payments for Covid-19 and beyond. |
| | Responsible digitization initiatives launched by States in India. |
| Person to Supervise the Work/Performance of the Service Provider | Asia pacific Regional Leda, Better Than Cash Alliance, UNCDF |
| Frequency of Reporting | As needed |

| Progress Reporting Requirements | | | | |
|--|--|--------------------|--|------------------|
| Requirements | 🗵 India | | | |
| Location of work | | r's location | | |
| Expected duration of work | At Contractor's Location 6 months | | | |
| Target start date | August 3 rd , 2020 | 1 | | |
| Latest completion date | Dec 31 st 2020 | 1 | | |
| | Dec 31 2020 | | | |
| Travels Expected | Destination/s | Estimated Duration | Brief Description of Purpose of the Travel | Target Date/s |
| | | | | |
| | | | | |
| Special Security Requirements | Security Clearance from UN prior to travelling Completion of UN's Basic and Advanced Security Training Comprehensive Travel Insurance Others [pls. specify] | | | ing |
| Facilities to be Provided by UNCDF (i.e., must be excluded from Price Proposal) | Office space and facilities Land Transportation Others [pls. specify] | | | |
| Implementation Schedule indicating breakdown and timing of activities/sub- activities | ☑ Required □ Not Required | | | |
| Names and curriculum vitae of individuals who will be involved in completing the services | ⊠ Required □ Not Requirec | I | | |
| Currency of Proposal | ☑ United States Dollars □ Euro □ Local Currency | | | |
| Value Added Tax on Price Proposal ¹ | must be inclusive of VAT and other applicable indirect taxes must be exclusive of VAT and other applicable indirect taxes | | | |
| Validity Period of Proposals (Counting for the last day of submission of quotes) | □ 60 days ⊠ 90 days □ 120 days | | | |

 $^{^{1}}$ VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNCDF CO/BU requiring the service.

| Partial Quotes | extend the validity indicated in this RF writing, without an ⊠ Not permitted □ Permitted <i>[pls.]</i> | v of the Prop P. The Proposy y modification provide condition | osal beyond is sal shall then o whatsoever o ions for partia | equest the Proposer to what has been initially confirm the extension in on the Proposal. I quotes, and ensure ow partial quotes (e.g., |
|---|---|--|--|--|
| Payment Terms ² | Outputs1.Content development and delivery of 2 webinars (a series of 2-hrs online sessions)2.Content development and delivery of 3 webinars (a series of 2-hrs online sessions)3.Detailed Note, Report Format - for Interministerial Committee on FinTech on State Adoptions & Opportunities | Percentage 30% 40% 30% 100% | Timing Within 1 - month from Contract signature Within 3- months from Contract signature Within 5 - months from Contract signature | Condition for Payment Release Within thirty (30) days from the date of meeting the following conditions: a) UNCDF's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider. |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | Asis Pac Regional Le | ad, BTCA UNC | DF | |
| Type of Contract to be Signed | Purchase Order Institutional Cont Contract for Prof | | ces | |

² UNCDF preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNCDF shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNCDF, in the same amount as the payment advanced by UNCDF to the Service Provider.

| | Long-Term Agreement (<i>if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.</i>) Other Type of Contract [<i>pls. specify</i>] |
|--|--|
| Criteria for Contract Award | □ Lowest Price Quote among technically responsive offers ☑ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution – where the minimum passing score of technical proposal is 70%) ☑ Full acceptance of the UNCDF Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal. |
| Criteria for the Assessment of Proposal | Technical Proposal (70%) ☑ Expertise of the Firm 40% ☑ Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40% ☑ Management Structure and Qualification of Key Personnel 20% Financial Proposal (30%) To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNCDF. Important: Bidders must submit the technical proposal and the financial proposal in separate emails with the mandatory subject lines: "Technical proposal – Gol Domestic Peer Exchange", and in a separate email "Financial Proposal – Gol Domestic Peer Exchange – DO NOT OPEN". |
| UNCDF will award the contract to: | One and only one Service Provider One or more Service Providers, depending on the following factors : [Clarify fully how and why will this be achieved. <u>Please do not choose</u> this option without indicating the parameters for awarding to multiple <u>Service Providers</u>] |
| Annexes to this RFP | Form for Submission of Proposal (Annex 2) Detailed TOR (Annex 3) Others [pls. specify] |

| Contact Person for Inquiries (Written inquiries only) ³ | Amela Cosovic-Medic Management Specialist amela.cosovic-medic@uncdf.org Any delay in UNCDF's response shall be not used as a reason for extending the deadline for submission, unless UNCDF determines that such an extension is necessary and communicates a new deadline to the Proposers. |
|---|--|
| Other Information [pls. specify] | |

³ This contact person and address is officially designated by UNCDF. If inquiries are sent to other person/s or address/es, even if they are UNCDF staff, UNCDF shall have no obligation to respond nor can UNCDF confirm that the query was received.

Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁴

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁵)

[insert: Location]. [insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNCDF in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNCDF General Contract Terms and Conditions :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNCDF by indicating the following :

- a) Profile describing the nature of business, field of expertise, licenses, certifications, accreditations;
- b) Business Licenses Registration Papers, Tax Payment Certification, etc.
- c) Latest Audited Financial Statement income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;
- d) Track Record list of clients for similar services as those required by UNCDF, indicating description of contract scope, contract duration, contract value, contact references;
- e) Certificates and Accreditation including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

⁴ This serves as a guide to the Service Provider in preparing the Proposal.

⁵ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide :

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

D. Cost Breakdown per Deliverable*

| | Deliverables [list them as referred to in the RFP] | Percentage of Total Price (Weight for payment) | Price (Lump Sum, All Inclusive) |
|---|---|---|---------------------------------------|
| 1 | Deliverable 1 | | |
| 2 | Deliverable 2 | | |
| 3 | | | |
| | Total | 100% | |

*This shall be the basis of the payment tranches

E. Cost Breakdown by Cost Component [This is only an Example]:

| Description of Activity | Remuneration | Total Period of | No. of | Total Rate |
|--------------------------------|------------------|-----------------|-----------|------------|
| | per Unit of Time | Engagement | Personnel | |
| I. Personnel Services | | | | |
| 1. Services from Home Office | | | | |
| a. Expertise 1 | | | | |
| b. Expertise 2 | | | | |
| 2. Services from Field Offices | | | | |
| a . Expertise 1 | | | | |
| b. Expertise 2 | | | | |
| 3. Services from Overseas | | | | |
| a. Expertise 1 | | | | |
| b. Expertise 2 | | | | |
| II. Out of Pocket Expenses | | | | |
| 1. Travel Costs | | | | |
| 2. Daily Allowance | | | | |
| 3. Communications | | | | |
| 4. Reproduction | | | | |
| 5. Equipment Lease | | | | |
| 6. Others | | | | |
| III. Other Related Costs | | | | |

[Name and Signature of the Service Provider's Authorized Person] [Designation] [Date]

Terms of Reference

Government of India Domestic Peer Exchange

Organizational Context

UNCDF is the UN's capital investment agency for the world's least developed countries (LDCs). It creates new opportunities for poor people and their communities by increasing access to inclusive finance and investment capital. UNCDF focuses on Africa and the poorest countries of Asia and the Pacific, with a special commitment to countries emerging from conflict or crisis. It can provide seed capital both grants and loans as well as technical support that will improve poor peoples' lives.

UNCDF works to enlarge peoples' choices: it believes that poor people and communities should take decisions about their own development. UNCDF works in challenging environments – remote rural areas, countries emerging from conflict – and paves the way for others to follow. Its programmes are designed to catalyze larger investment flows from the private sector, development partners and national governments, for significant impact on the Millennium Development Goals, especially Goal 1: Eradicate Extreme Poverty and Hunger, Goal 3: Promote Gender Equality and Empower Women, and Goal 7: Ensure Environmental Sustainability.

Established by the General Assembly in 1966 and with headquarters in New York, UNCDF is an autonomous UN organization affiliated with UNDP.

UNCDF is the UN's capital investment agency for the world's 47 least developed countries (LDCs). With its capital mandate and instruments, UNCDF offers "last mile" finance models that unlock public and private resources, especially at the domestic level, to reduce poverty and support local economic development. This last mile is where available resources for development are scarcest; where market failures are most pronounced; and where benefits from national growth tend to leave people excluded.

UNCDF's financing models work through two channels: savings-led financial inclusion that expands the opportunities for individuals, households, and small businesses to participate in the local economy, providing them with the tools they need to climb out of poverty and manage their financial lives; and by showing how localized investments — through fiscal decentralization, innovative municipal finance, and structured project finance — can drive public and private funding that underpins local economic expansion and sustainable development. UNCDF financing models are applied in thematic areas where addressing barriers to finance at the local level can have a transformational effect for poor and excluded people and communities.

By strengthening how finance works for poor people at the household, small enterprise, and local infrastructure levels, UNCDF contributes to SDG 1 on eradicating poverty with a focus on reaching the last mile and addressing exclusion and inequalities of access. At the same time, UNCDF deploys its capital finance mandate in line with SDG 17 on the means of implementation, to unlock public and private finance for the poor at the local level. By identifying those market segments where innovative financing models can have transformational impact in helping to reach the last mile, UNCDF contributes to a number of different SDGs and currently to 28 of 169 targets.

UNCDF hosts the Secretariat of the Better Than Cash Alliance.

The Better Than Cash Alliance is a partnership of 75 governments, companies and international organizations that accelerates the transition from cash to digital payments in order to reduce poverty, drive inclusive growth and accelerate the achievement of the Sustainable Development Goals.

Billions of dollars in cash payments and transfers are made daily in emerging and developing economies, including payment of salaries, social welfare and relief, payments to suppliers, remittances, etc. The problems with these cash payments include a lack of transparency, accountability and security, as well as inefficiency. Furthermore, the individuals who receive the cash payments are often part of the 1.7 billion excluded from the formal financial sector. This means they are excluded from access to a range of appropriate and affordable financial services to help them save safely, take advantage of economic opportunities and reduce their vulnerability to risk.

Shifting these payments from cash to digital has the potential to improve the lives of low income people, particularly women -who are twice as likely to be excluded from the financial system, while giving governments, the development community and the private sector a more transparent, time and cost efficient, and often safer means of disbursing payments. Digitizing payments can also contribute to women's economic participation by providing them with more control over family finances, increasing personal security, and improving economic opportunities.

The Alliance Secretariat works with its 75 members to navigate their digitization journeys, by:

- Providing advisory services based on member priorities
- Sharing action-oriented research and fostering peer learning
- Conducting advocacy at national, regional and global level

The Better Than Cash Alliance Secretariat Core Values:

- Achieving together
- Striving for excellence
- Service oriented
- Results oriented

Background

The Better Than Cash Alliance is working with India's Empowered Group on Economy and Welfare Relief for Covid-19 to facilitate State Learning Platform for 29 States and 7 Union Territories to share good practices, innovations and replicable models that States have adopted to solve for Covid-19 Prime Minister Garib Kalyan Yojana (PMGKY) transfers' cash-out, usage and adoption of digital payments in crisis and the upcoming recovery packages.

COVID relief efforts are reaching a large proportion of households and are appreciated. But the financial stress this unprecedented situation has caused, is getting worse. Relief transfers will need to continue, and given limited budgets, target the most impacted.

Low income HHs have received on average a total of ~INR 2,000 in government transfers. Cash-out rails are seeing a dramatic surge since the lockdown, for instance, Aadhar enabled Payment Service (AePS) has

seen a 2.3x increase in transactions. And yet, challenges to withdrawing cash remain for many as well as failure of transactions and excessive fees at some cash out points.

States across India work with significant independence, with the responsibility of implementation at the State-level. Therefore, the Central Government wants to help create a learning platform around digital payments for Covid-19 so it can play its part to facilitate dialogue, solutioning and help States improve the digital payments for the people, especially its vulnerable sections.

This request is in line with India's aspirations to facilitate both national and international learnings.

Duties and Responsibilities

This initiative, <u>in the short-term</u>, works with the Government's Empowered Group on Covid-19 Economy and Relief Cash Transfers to achieve the following objectives:

- To identify solutions to Covid-19 relief payments (G2P) such as cash-out, liquidity management and coordination/partnership with the private sector for the development of the digital payments acceptance points for P2B transactions to support social distancing and access to essential goods and services.
- To help high-performing States to articulate their key results in ways that can be shared as tangible examples and actions for other States to consider and adopt.
- To create a forum for dialogue and discussion to help Indian states learn from each other beyond the learning webinars.

In the <u>medium-term</u>, this Initiative drives the following objective of the Government's Inter-Ministerial Steering Committee on FinTech:

- To identify the specific learnings and application of technology and leadership by States that help shape the next generation Central Government policies on digital payments and fintech.
- To help shaping the national dialogue on digital payments towards India's ambitions to become a trillion-dollar digital economy

In the long-term, this Initiative enables the objective of the Government's international experience sharing with other countries:

 To pivot the current India PX focused on Social Protection/DBT transfers to a broader yet focused International PX for the role of various parts of the Government in driving digital payments beyond G2P in digital economies across the world.

The expected outcomes are:

- Increased understanding of role of fintech in digital payments in the policy updates to accelerate responsible digital payments to be released by the Government of India.
- Specific commitments for responsible digitization of payments by Indian States, with clear articulation of the roles at State-level to empower women in digital payments for Covid-19 and beyond.
- Responsible digitization initiatives launched by States in India.

Knowledge Exchange Methodology:

Pre-Exchange Activities

Working with the stakeholders to identify and articulate the learning agenda as per the

requirements put forward by the participating states.

This pre-exchange engagement would assist the team in identifying the technical questions as well as program-related queries. Answers to these questions would be provided as part of the pre-exchange reading material.

Learning Exchange

The Learning Exchange would take place virtually through a series of 2-hours online sessions.

Participants would get an opportunity to interact with the presenting states and central government agencies and ask questions specific to the challenges they face in implementing the digitization efforts.

Post- Exchange interaction

The Learning Exchange would also help BTCA identify specific actions that the states can take to digitize payments.

Provision of Monitoring, Progress Controls & Payments

Working under the supervision of the Asia Pacific Lead who would set the weekly deliverables and will hold a weekly communication either in person, or via e-mail and/or skype for coordination and guidance purposes, ensuring the firm's output quality and targets.

Payments will be made periodically, in line with the payment schedule below and upon confirmation of UNCDF that the firm has delivered on the contract obligations in a satisfactory manner based on the completed deliverables

Final payment shall require a signed performance evaluation of the firm.

Qualifications of the successful firm

Experience:

- 1. Firm with a strong local presence and experience of supporting government (central and/or state) to digitize payments.
- 2. Specific experience in and understanding of direct benefits transfer programs in India.
- 3. Experience in and a strong understanding of digital payments in India. Ability to identify opportunities for the government to accelerate digital payments.
- 4. Past engagements and familiarity with other key players in the digital payments' ecosystem like RBI, NPCI, FSPs, etc.
- 5. Strong research background in digital payments with exposure to and knowledge of the challenges specific to the Indian regulatory and market environment.

Duration of the Work and Schedule of Payments

Duration: 6 months

Deliverables & Payment milestones:

1. Content development and delivery of 2 webinars (a series of 2-hours online sessions)

Date: TBD Payment: 30% - within 1 month of contract signature

2. Content development and delivery of 3 webinars (a series of 2-hours online sessions)

Date: TBD Payment: 40%

3. Detailed Note for Interministerial Committee on FinTech on State Adoptions & Opportunities

Note for the next generation of India International Peer Exchange

Date: TBD Payment: 30%

Total 100%

Criteria for Selection of the Best Offer

Applications received will be rated on both technical and financial submissions.

The following selection method will be used: Highest rated proposal using the combined scoring method, which assigns the weight distribution between the technical and financial proposals.

The overall combined score will be 100 points, where weight distribution shall be 70% technical and 30% financial.