

Responses to queries raised on Tender No. AFG/KBL/0064



Tender No: AFG/KBL/0064	Responses to Queries raised by prospective tenderers
Tender Name: Process of Master Service Agreement for IMTA (Informal Money Transfer Agent) Transaction for Mercy Corps Afghanistan.	Date Issued: 02nd January, 2023

This provides answers to queries raised from bidders as at **29th December, 2022** which was the deadline for receiving queries. The responses are posted on website for the benefit of all prospective bidders and does not disclose the source.

S.No.	Question	Response
1.	On page (6) of the Tender Package Request for Bid indicates that "Geographical coverage for service provision and ability to provide services in MCA targeted areas i-e, Kabul, Herat, Kandahar and Mazar." Page 7 of the document also refers to "Kabul, Herat, Kandahar and Mazar" as geographical coverage for the service. However, page 9 of the same document indicates that "Mercy Corps (MC) is seeking to contract a Money Transfer Agent (IMTA) to perform transfer services in the following locations: Kabul, Kandahar, Herat, Balkh, Samangan, Takhar, Faizabad, Pol – e-Khomri." Please advise if Samangan, Takhar, Faizabad and Pol-e-Khomri are included in the target geographical coverage.	Yes, currently MC (Mercy Corps) work in Kabul, Herat, Kandahar and Mazar-e-Sharif provinces. So, in page 9 MC is planning to have MSA (Master Service Agreement) for their new programing in the future performance (but not limited) it may increase or decrease.
2.	Please advise if the required money transfer services are limited	Please refer to Price Offer Sheet there is three columns for three types of services.

	to the provincial centers of the mentioned provinces or are expanded to districts level too?	<p>Part 1: Cash distribution in MC facility</p> <p>Part 2: Cash distribution in IMTA facility</p> <p>Part 3: Cash Distribution to out of MCA Office/Far Districts/Camps.</p>
3.	Annex 4 of the Tender Package Request for Bid, refers to "Quality Control Plan." Is the quality control plan part of the offerors' proposal (submittal docs) or it is only MC's internal process and does not constitute part of the offerors submission?	<p>Based on tender requirement we have prepared quality control plan please refer to the quality control plan form.</p> <p>Quality Control Plan is MC's internal document that describes the standards that delivered goods, services, and works are held to and how compliance with those standards is measured. Bidders have to submit duly signed and stamped versions of the tender documents e.g. Tender Package-RFB, Supplier Information Form, Price Offer Sheet and QCP.</p>
4.	Unfortunately, we (our company) do not have any direct experiences with international and national organizations but as we are joint with one of the Logistics Services companies. we have done many projects with international and national organizations although your honorable office (Mercy Corps) in the field of humanitarian aid, skill improvement services. could we present them as past performances?	Please refer the documents which shared with you if you fulfill our requirement, we don't have comments on it.
5.	Regarding having an account outside of Afghanistan to receive payments could we present an account number which is not by the name of our company?	It is mentioned in our tender documents we prefer those suppliers which he/she have same account name and it plus point, if not the other account also acceptable.
6.	Could you please specify the location of your beneficiaries and staff? to understand if they receive payments in districts or cities.	The locations have been specified in tender documents and the number of beneficiaries did not fix it is depending on programs activities.
7.	Could you present an approximate amount of each period of payment?	Each period of the payments are different from other we can't determine the amounts of payments, company should have ability to proceed the payment regardless of the amounts limitation.
8.	And finally please let us know if there exists any advance payment from Mercy Corps or not ?	We are not paying in advance.
9.	Is the Supplier Information form available in excel format? Is not can we undertake the information in excel format and sign the pdf?	The Supplier Information Form is available in word so suppliers can get that by request. If the supplier/bidder want to put/add in separate information sheet in excel they can. But the signature and stamp is mandatory.

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All other terms and conditions in the tender remain unchanged.
