

REQUEST FOR PROPOSAL

Technology Advisory/ Implementation Services

1 INTRODUCTION AND BACKGROUND

1.1 INTRODUCTION

FINCA Microfinance Bank Ltd is a licensed deposit-taking microfinance bank is pleased to submit the current Request for Proposal for Technology Advisory/ Implementation services to the interested consultants.

The RFP includes a standard Letter of Invitation, Instructions to Consultants, Terms of Reference (TOR).

1.2 BACKGROUND INFORMATION

FINCA Microfinance Bank Ltd, part of a global FINCA network, is a forward looking bank that operates in 94 cities across Pakistan. We provide state-of-the-art deposit and payment solutions including micro-credit facilities aimed at improving livelihoods in the country. FINCA Microfinance Bank Ltd is a licensed deposit-taking microfinance bank regulated by the State Bank of Pakistan. FINCA Microfinance Bank Ltd offers ATM facility and access to over 11,500 ATMs nationwide through 1Link, IBFT facility to transfer funds among FINCA account holders and to any other 1Link member bank accounts, online banking, instant SMS alerts on every transaction, personalized cheque book, world class customer services and much more. For more information, please refer to the www.finca.pk and www.finca.org.

2 LETTER OF INVITATION

FINCA Microfinance Bank Ltd is accepting proposals in response to this RFP in order to find a service provider (hereinafter referred to as Consultant) having extensive experience in technology advisory, system integrations, automating manual processes, machine learning and translation services.

The objective of this RFP is to locate a service provider that will provide the best overall value to FINCA.

Hereby FINCA Microfinance Bank Ltd invites Consultants to submit Technical and Financial proposals for consulting services required for technology advisory, system integrations, automating manual processes, machine learning and translation services of FINCA Microfinance Bank Ltd. Your proposal could form the basis for future negotiations and ultimately a contract between your firm and the FINCA Microfinance Bank Ltd.

When choosing the Consultant FINCA Microfinance Bank Ltd shall use quality-based selection (QBS) method. The latter is based on evaluating the quality of the technical proposals and the subsequent negotiation of the financial proposal and the contract with the Consultant who submitted the highest ranked technical proposal. Applicants will be asked to provide technical and financial proposals in case of being short-listed based on their EOIs.

Interested Consultants are required to submit FINCA Microfinance Bank Ltd proposal within seven working days of receiving the RFP.

3 INSTRUCTION TO CONSULTANTS

3.1 General Requirements

Proposals received in any manner other than as outlined in the RFP, will be INVALIDATED.

The following submission guidelines & requirements apply to this Request for Proposal:

1. A technical proposal must provide an overview of the proposed solution as well as resumes of all key personnel performing the work. In addition, the technical proposal should provide a proposed schedule and milestones, as applicable.
2. A financial proposal should indicate the overall fixed price for the project as well as provide detailed breakdown of the budget with essential budget items.

Note: According to the quality-based selection (QBS) method, the selection process is complete after evaluation of technical proposal by the Consultant Selection Committee. Subsequently, the financial proposal is the subject of negotiation during contract negotiation.

3. Consultants are free to present their own forms of technical and financial proposals in line with technical requirements of RFP.
4. If you have a standard set of terms and conditions, please submit them with your proposal. All terms and conditions will be subject to negotiation.
5. Technical and Financial Proposals must be received, within seven working days of publishing of this RFP, be considered.

3.2 Administrative Requirements

1. Hardcopy proposals shall be submitted in English, and shall be sealed in one outer and two inner envelopes and all envelopes shall indicate the bidder's name and address. The outer envelope shall be addressed as follows:

To: FINCA Microfinance Bank Limited

Address: 30 A – XX, Phase III DHA, Lahore, Pakistan

Attention: Mr. Mohsin Jamil

2. The first inner envelope shall be marked **Technical Proposal** and addressed in the same manner as the outer envelope, and shall contain the following documentation:
 - a. The proposed methodology/strategy for completion of the work as detailed in the Terms of Reference;
 - b. The proposed implementation plan and timeline;
 - c. Supplier profile, including establishment, experience, client list etc.;
 - d. The proposed team who will complete the work, including leader, members, experience and capability, including their CVs;
 - e. Information/ Data required from FINCA
 - f. Any other technical information that is relevant to the requirement.
3. The second inner envelope shall be marked **Financial Proposal** and addressed in the same manner as the outer envelope, and shall contain the following documentation:
 - a. Price;
 - b. Payment Plan.
4. The Price Proposal must cover all the services to be provided, and must itemize the following:
 - a. An all-inclusive rate per person/day for each proposed team member to be assigned to the project in the field and a rate for his/her work at the home office, if any;
 - b. An all-inclusive amount for any travel related expenses (indicating the number of trips required by each team member);
 - c. Other costs, if any, indicating nature and breakdown;
 - d. A summary of the total cost for the proposed services;
 - e. A proposed schedule of payments.

TERMS OF REFERENCE

Technology Advisory/ Implementation Services of FINCA Microfinance Bank Limited

1 BACKGROUND

1.1 INTRODUCTION

FINCA Microfinance Bank wishes to perform technology advisory, system integrations, automating manual processes, machine learning and translation services during Jan-June, 2019. However, the term can be enhanced subject to agreement between both parties.

1.2 BACKGROUND INFORMATION

FINCA Microfinance Bank Limited, part of a global FINCA network, is a forward looking bank that operates in more than 100 cities across Pakistan. We provide state-of-the-art deposit and payment solutions including micro-credit facilities aimed at improving livelihoods in the country. FINCA Microfinance Bank Ltd is a licensed deposit-taking microfinance bank regulated by the State Bank of Pakistan. FINCA Microfinance Bank Ltd offers ATM facility and access to over 11,500 ATMs nationwide through 1Link, IBFT facility to transfer funds among FINCA account holders and to any other 1Link member bank accounts, online banking, instant SMS alerts on every transaction, personalized cheque book, world class customer services and much more...

2 OBJECTIVE OF Assignment

The objective of this assignment is to improve the efficiency of FINCA's digitized lending operations, and, as part of the recommendation, determine what changes could be made to improve the overall productivity and efficiency by identifying further automation opportunities.

3 SCOPE OF Assignment

Following is the scope of assignment:

- Automatic data collection from credit bureaus
- Translation of data received from NADRA into English
- Development and implementation of algorithms to facilitate credit decision making
- User trainings

4 DELIVERABLES

The deliverable of the assignment will be automation of data collection from credit bureaus and making it available for use in multiple systems. Further, translation of NADRA provided data into English and making it available for data recording as a replacement of manual data entry. Furthermore, it will also include development of algorithms to automate credit decisions along with training of FINCA's team to

manage and maintain the deployed solutions. The solutions developed will be solely for the use of FINCA Microfinance Bank.

5 CONSULTANT'S EXPERIENCE AND QUALIFICATIONS

Main requirements:

- Team's knowledge of English is mandatory. Knowledge of local language is preferable
- Experience of conducting similar assignment for any financial institution and microfinance institution is a plus
- The consultant should be available to conduct the assessment during Jan - June, 2019
- The consultant should also submit a contingency plan for additional resources, for timely completion of work, on agreed prices.

6 EXPRESSION OF INTEREST REQUIREMENTS

Prospective Consultant shall submit their proposal, in sealed envelopes, within 7 working days after receiving the TOR to the following addresses:-

To: FINCA Microfinance Bank Limited

Address: 30 A – XX, Phase III DHA, Lahore, Pakistan

Attention: Mr. Mohsin Jamil

7 SELECTION METHOD

When choosing the Consultant FINCA Microfinance Bank Ltd shall use quality-based selection (QBS) method. The latter is based on evaluating only the quality of the technical proposals and the subsequent negotiation of the financial proposal and the contract with the Consultant who submitted the highest ranked technical proposal. Applicants will be asked to provide technical and financial proposals in case of being short-listed based on their proposal. Following components will be considered while evaluating technical proposals

- Size of Organization
- Specific Experience of undertaking Similar Assignments in last 5 years
- Quality of Methodology, Work Plan and Time Schedule in responding to TORs
- Specific Experience of Team in carrying out similar Assignments

8 SELECTION METHOD

8.1 Contracting

The Contract for Services and Non-disclosure Agreement shall be signed between the Consultant (Service Provider) and FINCA Microfinance Bank Ltd (Client).

8.2 Material rights

The information presented to the Consultant within the scope of the assessment is confidential and shall not be published to other parties.

8.3 Rules of contracting process

- FINCA Microfinance Bank Ltd reserves the right to amend this TOR at any time, at its sole discretion, with a subsequent communication to other parties involved;
- FINCA Microfinance Bank Ltd reserves the right to call for interviews with short-listed bidders before final selection;
- FINCA Microfinance Bank Ltd reserves the right to negotiate price with the preferred bidder;
- The FINCA Microfinance Bank Ltd reserves the right to award a contract in part, to reject any and all quotations in whole or in part, to waive technical defects, irregularities and omissions, at its sole discretion.
- An eligible consultant, if requested, must be prepared to present evidence of experience, ability, service facilities, and financial standing necessary to satisfactorily meet the requirements set forth or implied in this proposal;

9 CONTACT PERSON and POSTAL ADDRESS

The contact person for information pertaining to the proposal is:

- Mr. Mohsin Jamil – Senior Manager Procurement (email: mohsin.jamil@finca.org.pk), telephone number: 0331-4539713.