

Request for Proposal

Invitation to tender in accordance with the Practical Guide to Contract Procedures for the European Union External Actions 2018 (PRAG).

The open procedure for an ICT-system, Configuration Services and Technical and Functional Support for the Facilitation of NASIRA

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Definition of terms

Assignment Agreement	The agreement entered into between FMO and the winning Service Providers for the delivery and hosting of ICT-software, a draft of which agreement is attached to this Request for Proposal as Annex 01
Contracting authority	De Nederlandse Financierings-Maatschappij voor Ontwikkelingslanden N.V. (also referred to as ‘FMO’).
Contractor	The party with whom the Contracting authority concludes the Contract.
Contract	The written agreements (ICT assignment agreement and framework agreement onboarding) between the Contracting authority and the Contractor in which the conditions of the assignment are laid down in writing.
Data processing Agreement	An agreement signed by the Contracting authority and the Contractor concerning the processing of personal data by the contractor
Declaration on Honour	A statement in which the Tenderer declares his compliance with the requirements specified in this document, a template of which is attached hereto as Annex 04
Exclusion Ground	A circumstance applicable to the Tenderer or a person affiliated with the Tenderer that if applicable results in exclusion of the Tenderer from participating in the tendering process.
Financial Institution	Financial Institution (FI) is a legal entity to which FMO provides a dedicated risk transfer facility or portfolio guarantee (however called).
FMO	Nederlandse Financierings-Maatschappij voor Ontwikkelingslanden N.V., incorporated under Dutch law as a public company, with registration number 270785450000 having its office address at Anna van Saksenlaan 71 in The Hague, the Netherlands (also referred to as ‘the Contracting Authority’).

Framework Agreement	The agreement entered into between FMO and the winning Service Providers, a draft of which agreement is attached to this Request for Proposal as Annex 02.
Further Agreement	A further contract granted under the framework agreement to which all terms and conditions as laid down in the framework agreement will apply.
Most Economically Advantageous	The Tender that achieves the highest definitive total score based on the best price-quality ratio.
Summary of additional information	The answers provided by FMO to the questions asked by the potential Tenderers regarding the tender document and all its Annexes via the template as provided in Annex 16.
PRAG	Procedures and practical guide 2018.
Tender Document	This document including all of its annexes.
Tenderer	A legal entity who have submitted a Tender or is/are planning to submit a Tender. In this document, the word ‘you’ is addressed to the Tenderer.
Tender	A proposal submitted by the Tenderer in response to this Tender Document.

1. Introduction

This Tender Document is an invitation for potential Service Providers to tender and it is drafted in accordance with PRAG. Potential Service Providers are welcome to submit a Tender to offer their services under a Framework Agreement and Assignment Agreement.

Potential Service Providers are hereby invited to submit a Tender based on this Tender Document.

1.1. Contracting authority

Since 1970, FMO is the Dutch development bank. FMO has been the driving force behind investments empowering entrepreneurs in developing countries and emerging markets globally. FMO has a total committed portfolio of EUR 9.6 billion and finances commercially viable businesses and projects in key sectors for development: agribusiness, food & water, energy and financial institutions. FMO invests with the aim of enhancing local prosperity in places where this is needed most. FMO's role extends beyond that of a financier, it also challenges businesses to meet high international standards regarding the social welfare of people, corporate governance and the environment.

1.2. Reason for this invitation to tender

Introduction FMO

FMO is the Dutch development bank. FMO invests in growth and frontier markets, supporting jobs and income generation and improving people's lives in those parts of the world where this makes the biggest difference. FMO is looking for support on the NASIRA project regarding the ICT system for administering and onboarding services for portfolios of Micro and Small and Medium Enterprises (MSME) loans for financial institutions in emerging markets and developing countries.

Introduction NASIRA

FMO and the European Commission (EC) have signed on 18 December 2018 the first EU guarantee agreement under the European Sustainable Development Fund (EFSD), part of the European Union's (EU) External Investment Plan (EIP) for Sub-Saharan Africa and the European Neighborhood: the Nasira Risk-Sharing Facility (Nasira).

Nasira will use € 75 millions of EU funds (guarantee) to leverage up to € 750 millions of investments for specific underbanked groups of entrepreneurs in Sub-Saharan Africa and the EU Neighborhood.

The specific target groups of underbanked entrepreneurs are (Themes):

- Internally displaced people, refugees and returnees or irregular migrant entrepreneurs (IMEs);
- Women and young people aged 18-35 years (Women and Young).

FMO envisages a tranching structure for NASIRA which encompasses four basis note tranches.

NASIRA is an innovative risk sharing facility guaranteeing Small and Medium Enterprises (SME) loan portfolio's distributed by local Financial Institutions. The target groups consist of underbanked entrepreneurs in Middle East / North African and the Sub Saharan Region. End borrowers are Women (Female entrepreneurs), Young (18-35 years) and Irregular Migrants.

A portfolio consists of approximately between 100 and 5000 individual MSME loans in which average amount is between USD 500- USD 250,000.

The project NASIRA has been established to guide the implementation of NASIRA. It has deliverables such as the legal framework, the contract with the European Commission, a Technical Assistance program, a Risk model, Mid-office administration set-up and process descriptions.

The requirements for the IT Services, needed to administer the portfolios, are described in this underlying document.

1.3. Time schedule

The schedule below applies to this tendering process

Activity	Date
Publication Prior information notice	29 March 2019
Publication Contract notice (Publication all tender documents, commencement of submission period)	3 June 2019
Deadline for Tenderers to ask questions about this tender document and the Agreement (including general terms and conditions)	28 June 2019
Send Summary of additional information	15 July 2019
Deadline and time for receiving offers	1 August 2019
Assessment of offers	1 August up to and including 16 September
Sending notification of award decision	20 September 2019
End of Standstill (Deadline for asking questions and/or asking for a preliminary injunction concerning the notification of the award decision)	10 October 2019
Deadline for the winning Tenderers to provide the evidence requested by the Contracting Authority	10 October 2019
Commencement date Framework agreements	30 October 2019

If in the opinion of the Contracting authority– circumstances provide cause to do so, the Contracting authority is entitled to amend the specified period(s). In such a case, new dates will be made publicly available accordingly.

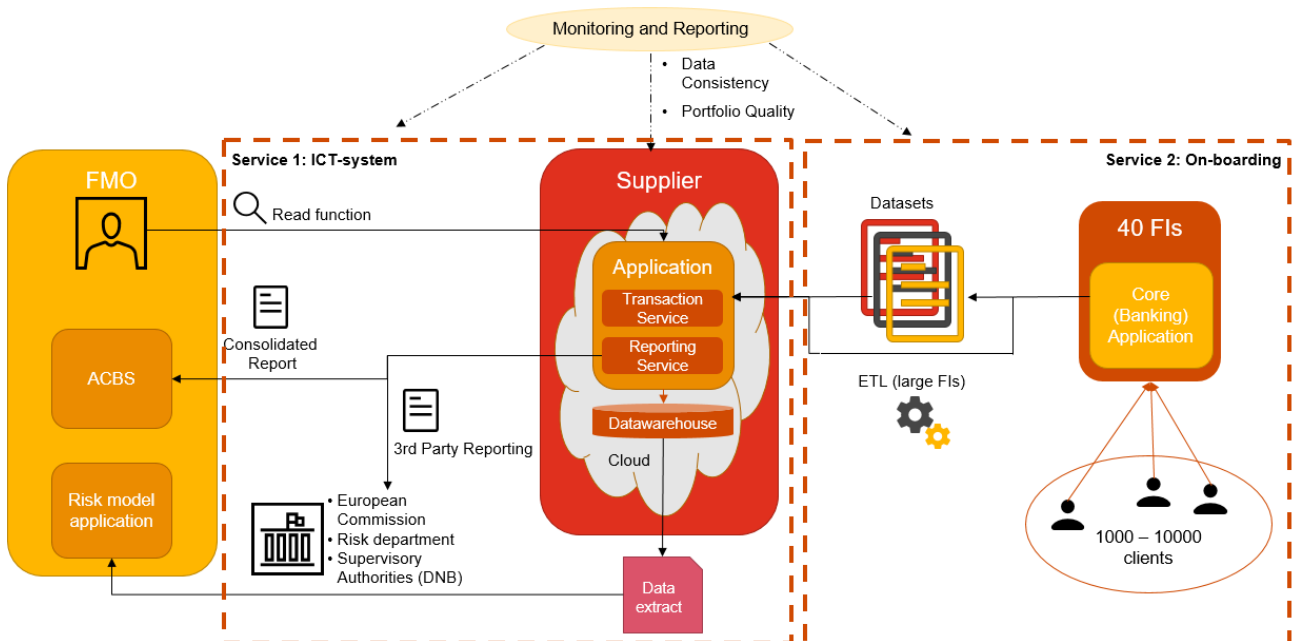
2. Description of assignment

2.1. Description and objective of the assignment

The ICT scope which is required for the facilitation of the program NASIRA consists of two main services. These two main services are highly integrated. The content of the services is described below.

- | | |
|-----------|--|
| Service 1 | Delivery and implementation of a solution – The solution required for the administration of securitized SME loans needs to be cloud-hosted and should be implemented and connected to the existing infrastructure of FMO.; and |
| Service 2 | Onboarding of approximately 40 Financial Institutions consists of assessing whether the organization is technically and functionally capable of delivering portfolio data on a monthly basis in the format of the dataset. This includes a maturity assessment, a check on the consistency and definition of the data and the mapping of the data fields with the format of the dataset. |

The integration of these services is also presented in the overview below. This overview shows the process of onboarding the financial institutions, the uploading of the dataset into the application and the application functionalities.

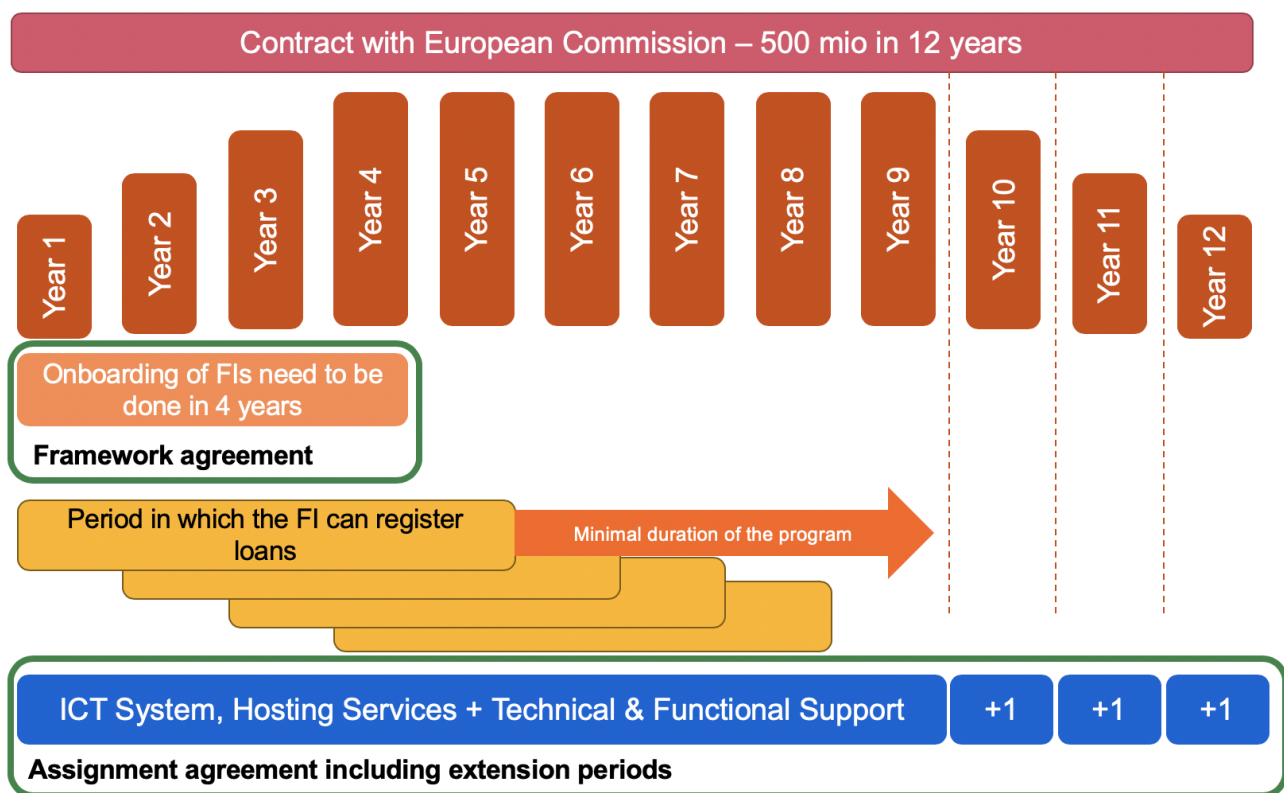


2.2. Contract Period

For both services a separate agreement will be in place:

- Service 1: Implementation, delivery and support of ICT system: For this service an Assignment Agreement will be used (annex 01 – ICT ASSIGNMENT AGREEMENT). The initial contract period for this service required is [9] years, with the possibility to extend the contract after these 9 years on an annual basis (3 extensions).
- Service 2: Onboarding process: For this service a Framework Agreement will be used (annex 02 – DRAFT NASIRA FRAMEWORK AGREEMENT ONBOARDING ICT). The contract period for this service required is 4 years. Please note, that the envisaged Framework Agreement is an empty shell with no financial value in itself. Only the Further Agreements based on the Framework Agreement are preceded by a budgetary commitment.

The way the contract period is build up is shown in the figure below:



Explanation of elements:

The figure presented above shows the two services to be provided:

1. Onboarding of FIs
2. ICT System, Hosting Services + Technical and Functional Support.

Ad 1 Onboarding period - The period in which the onboarding needs to take place is four (4) years. In these four (4) years, financial institutions have the opportunity to close a transaction agreement with FMO.

Period in which the FI can register loans - The maximum duration period of the transaction agreement is five (5) years. During these five (5) years, organizations have the possibility to register loans with a duration period of four (4) years.

In case an organization fulfills its payment obligation, within these five (5) years, the amount of the guarantee can be used again.

Ad 2 ICT system, Hosting Services + Technical & Functional Support – The ICT system, hosting services and the technical and functional support should cover the initial duration of the contract, which is four (9) years. This might be extended after year nine (9), by three (3) annual extensions of one (1) year.

2.3. Scope of the assignment

The scope of the assignments is limited to the following elements.

1. *Delivery and implementation of a solution* – The solution required for the administration of securitized SME loans needs to be cloud-hosted, including technical and functional support and should be implemented and connected to the existing infrastructure of FMO. This solution should contain the following functionalities:
 - a. *Configuration of transactions* – On the moment a transaction is agreed upon by FMO and the financial institutions, the Contractor needs to process the terms of the transaction agreement in the system.
 - b. *Administration of securitization services* – When the dataset is uploaded in the application, the application should be able to make calculations based on the configuration of the transaction agreement.
 - c. *Reporting services* – The application should provide a reporting functionality. The reports produced by the application should contain the results of the calculations made by the application. These reports can be used by FMO or by external parties like DNB or the European Commission.
 - d. *Monitoring* – The monitoring function of the application should provide insights in the consistency of the data and the quality of the portfolios stored in the application.
 - e. *Data warehousing and Analytics* – The uploading of the datasets will create large amounts of data; this data needs to be archived in a data warehouse in order to be able to perform data analytics in a later stage.
2. *Onboarding of the financial institutions* – The onboarding of the financial institutions consists of assessing whether the organization is technically and functionally capable of delivering portfolio data on a monthly basis in the format of the dataset. This includes a maturity assessment, a check on the consistency and definition of the data and mapping of the data fields with the format of the dataset.

2.4. Requirements with respect to the scope of the assignment

The specific functional requirements of the services required by FMO are described in Annex 03 – FUNCTIONAL REQUIREMENTS ICT NASIRA.

3. Rule of nationality, Exclusion grounds and Eligibility Requirements concerning the Tenderer

In this section, you can find the requirements set by the Contracting Authority to determine whether a Tenderer is considered suitable to be awarded the Contract. For this purpose, the rule of nationality applies and Exclusion Grounds and Eligibility Requirements have been set.

3.1. Rule of nationality

Participation is open to all natural persons who are nationals of and legal persons (participating either individually or in a grouping – consortium – of Tenderers) which are effectively established in a Member State of the European Union or in an eligible country or territory as defined under the Regulation (EU) No 236/2014 establishing common rules and procedures for the implementation of the Union's instruments for external action (CIR) for the applicable instrument under which the contract is financed. Participation is open to (international) organizations outside or inside the EU.

3.2. Exclusion Grounds

3.2.1. Declaration on Honour

All Tenderers shall provide a Declaration on Honour, stating that none of the situations of exclusion as listed therein apply at the date on which the Tender is made, as attached as Annex 05 – TEMPLATE DECLARATION OF HONOUR.

Tenderers will provide a signed Declaration on Honour as part of their Tender. The Contracting Authority will exclude the Service Provider if the Tenderer is in a situation listed in the Declaration on Honour.

The Contracting Authority is not forced to exclude a Tenderer where i) it can demonstrate that adequate measures have been adopted which ensure its reliability or ii) where the exclusion would be disproportionate.

The requirement to sign a Declaration on Honour also applies to each and any sub-contractor prior to entering into a sub-contract with a Tenderer under the Framework Agreement or any Further Agreement. Before contracting any sub-contractor under this Framework Agreement or any agreement thereunder, the winning Tenderer shall obtain prior written approval of FMO to contract such sub-contractor, which approval shall not be upheld unreasonably by FMO.

Evidence provided

All Tenderers will provide the documents mentioned as supporting evidence before signature of the Contract and within a deadline set thereto by the Contracting Authority. This requirement applies to all members of the consortium in case of a joint tender. This requirement also applies to each and any sub-contractor that the winning Tenderer intends to sub-contract under this Framework Agreement or any agreement thereunder.

Where it is necessary to ensure the proper conduct of the procedure and there is a risk that the Declaration on Honour may contain false or distorted data, FMO will verify the reliability of the information provided in the Declaration on Honour by requesting appropriate evidence. Such verification will in particular be undertaken if FMO becomes aware of concrete signs or indications (such as press reports) that put into question the information provided in the declaration.

3.3. Eligibility Requirements

The purpose of the eligibility requirements is to assess whether the Tenderer is suitable to fulfil the Contracts in the opinion of the Contracting authority. The following eligibility requirements are applicable:

3.3.1. Technical qualifications

The Tenderer must be able to demonstrate that he has technical capabilities regarding the scope of the required services, as described in Chapter 2. The following technical qualifications need to be demonstrated.

No.	Technical Qualification	Description
1	Proven experience with the delivery and hosting of an ICT system	<i>Tenderer delivered, or is currently delivering, a contract in which he was, or is, responsible for the delivery and hosting of an ICT system required for the administration of securitized SME loans. The delivery should currently take place, or have taken place in the last 5 years.</i>
2	Proven experience with the technical and functional support of an ICT system	<i>Tenderer delivered, or is currently delivering, a contract in which he was, or is, responsible for the technical and functional support of an ICT system of the type specified in this request for proposal. The delivery should currently take place, or have taken place in the last 5 years.</i>
3	Proven experience with the onboarding of financial institutions to work with an ICT system in one or more of the regions in which FMO operates	<i>Tenderer executed, or currently is executing, a contract(s) in which he was, or is, responsible for the onboarding (as specified in subsection 2.3 of this RfP) of external organizations to work with an ICT system in one or more of the regions in which FMO operates (annex 17 - THE NASIRA COUNTRY LIST) within the scope of this Tender. This execution should currently take place, or have taken place in the last 5 years.</i>
4	Proven experience with data integration of financial applications at FI's in one or more regions in which FMO operates (see annex 17)	<i>Tenderer demonstrates that he has substantial experience with the abstraction of data from other financial systems, to integrate in its own ICT system. Reference materials cannot be older than 5 years.</i>

The Tender needs to demonstrate that he complies with the technical qualifications by presenting one or more reference projects, carried out in the last 5 years, counted from the date of subscription. A reference project may be used to demonstrate eligibility on multiple technical qualifications.

The following restrictions apply for the reference projects:

- Reference projects regarding the delivery and hosting of a (financial) ICT system, should have a minimum contract term of 3 years.
- Reference projects regarding the technical and functional support of a (financial) ICT system should have a minimum contract term of 3 years.
- Reference projects regarding the onboarding of financial institutions should demonstrate that the Tender has experience with the abstraction of financial data from other ICT systems than its own, for the use of integration, with at least 2 external organisations in the past 5 years.

- Reference projects regarding the data integration of financial applications should demonstrate that Tenderer is able to integrate different organizations into a value chain, in which data is transferred from one party to another, making use of a central ICT solution.
- Contact details of the relation should be provided in case the contracting authority wants to validate the information provided in the reference.

For the demonstration of reference projects, the Tender should make use of the template provided in Annex 06 – TEMPLATE FOR A REFERENCE PROJECT.

3.3.2. Organizational qualifications

The Tenderer must be able to demonstrate that he has organizational capabilities regarding the scope of the required services, as described in Chapter 2. The Tenderer must indicate if the following organizational qualifications are in place.

No.	Organizational Qualification	Description
1	Adherence to procedures and agreements	The Tender shows upon request a description in which way adherence to the agreements and procedures is guarded. The Tender shall communicate the audit policy, controls and results. FMO, DNB and European Commission has the right to (let) execute audits concerning all agreements. Tenderer shall provide this upon request.
2	Working together with sub-contractors	The Tender (main contractor) must ensure that the sub-contractor lives up to the same requirements and wishes with the executing of the agreement as the main contractor. Rights and duties remain at the main contractor. Sub-contractor works solely under liability of the main contractor. Tenderer shall provide this upon request.
3	ISAE 3402 Declaration	Tenderer possesses an ISAE3402 declaration concerning information security. The declaration needs to be recent and a maximum of 1 years old. Tenderer shall provide this upon request.
4	Information Security Program	Tenderer possesses an up-to-date information security program (e.g. ISO 27001/27002/ISMS), including a documented incident response process. Tenderer shall provide this upon request.
5	Penetration Testing and Vulnerability Testing	The Tender executes on a regular basis (minimum every 2 years) penetration tests and/or vulnerability scans on its solution by an independent party.
6	GDPR	Tenderer complies with GDPR Rules & Data Security Rules

The Tenderer confirms to the organizational qualifications by signing the Confirmation on Knock-Out Criteria (Appendix 08).

4. Award criteria and assessment method

4.1. Introduction

The Tenderers are invited to submit a Tender in which they respond to the award criteria listed below. Tenders are opened and evaluated by an evaluation committee formally appointed by the Contracting Authority comprising a non-voting chairperson, a non-voting secretary and (3) three voting members (the evaluation committee'). The voting members of the evaluation committee each have equal voting rights.

Each of the Tenders that will be reviewed by the evaluation committee will receive points depending on the quality of the answers given by the Tenderers to the award criteria. The number of points will be granted by an evaluation committee in conformity with the assessment method set out below. The award criteria serve to identify the best quality-price ratio. These criteria cover both the technical quality and price of the Tender.

The response to the award criteria must be included in the Tender by the Tenderer. The award criteria have been listed in outline in the tables below.

When completing the requested prices/rates, Tenderer must use and comply with the tables/structure as provided in the Annex 07 – RATES AND PRICES.

In this Tender two types of award criteria are used:

1. Knock-out criteria: Tenderer confirms the existence of the knock-out functionalities and services.
2. Assessment criteria: Criteria for which a number of points can be obtained.

4.1.1. Knock-out criteria

The following criteria will be assessed as knock-out criteria. To confirm the existence of these basic functionalities and services Tenderer must use Annex 08 – TEMPLATE CONFIRMATION ON KNOCK-OUT CRITERIA.

Knock-out	Criteria
Yes	Tenderer offers Onboarding Services as described in Annex 03 – Section 1
Yes	Tenderer offers cloud hosting services for the solution
Yes	Tenderer offers Technical and Functional support for the implemented solution as described in Annex 03 – Section 2
Yes	Tenderer offers the service for the Configuration of Transactions as described in Annex 03 – Section 3
Yes	Tenderer offers a solution providing a functionality for the administration of securitized SME loans as described in Annex 03 – Section 4
Yes	Tenderer offers a solution providing Reporting Service Functionality as described in Annex 03 – Section 5
Yes	Tenderer offers a solution providing Monitoring functionality as described in Annex 03 – Section 6
Yes	Tenderer offers a solution providing Data warehouse functionality as described in Annex 03 – Section 7
Yes	Tenderer complies with the preconditional non-functional requirements as described in Annex 09 – PRECONDITIONAL NON-FUNCTIONAL REQUIREMENTS

Yes	Tenderer complies with the preconditional technical requirements as described in Annex 10 – PRECONDITIONAL TECHNICAL REQUIREMENTS
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4.1.2. Assessment criteria

In total 125 points (maximum) can be obtained by the Tenderer for the response to the assessment criteria.

Assessment criteria	Maximum number of points to be obtained
Qualitative Criteria	100
70	The extent to which the proposed solution complies with the functional requirements defined in Annex 03 – FUNCTIONAL REQUIREMENTS.
10	The extent to which the Tenderer meets the distinctive non-functional requirements as defined in Annex 11 – DISTINCTIVE NON-FUNCTIONAL REQUIREMENTS
10	The approach presented for the implementation of the ICT system including the extent to which the Tenderer meets the implementation criteria as defined in Annex 12– IMPLEMENTATION CRITERIA. Maximum number of pages for the implementation approach is 10 pages, Font size 10.
10	The extent to which the Tenderer meets the distinctive technical requirements as defined in Annex 13 – DISTINCTIVE TECHNICAL REQUIREMENTS.
Price	25
25	Rates / Price.

The total number of points obtained for the qualitative criteria above (max.100) will be added to points awarded for the price (max. 25).

The Contracting Authority intends to contract a maximum of one Tenderer for both services with the Most Economically Advantageous Tender With equal scores, the score on Quality will be decisive.

4.2. Award criterion quality

In this paragraph a further description is given on the four qualitative assessment criteria as defined in paragraph 4.1.

Assessment criterion: “The extent to which the proposed solution complies with the functional requirements defined in Annex 03”

The division of the 70 points, which can be awarded for the proposal towards the functional requirements is made as follows:

Maximum number of points to be obtained	Assessment criteria
10	<p>Onboarding approach presented for the onboarding of a financial institution (hereafter FI)</p> <p>Elements of this approach which will be assessed are:</p> <ul style="list-style-type: none"> - Results of the onboarding of a FI, following the requirements set in Annex 03, supported by example End-of-Onboarding reports. - An elaborate plan on how to onboard a FI. - Risks and mitigating actions - Organization for the onboarding - Capacity planning (necessary knowledge, capabilities and capacity from FMO and the local Fi and the proposed resources by the supplier, with regard to the capacity, knowledge, and capabilities). - In which time period (Man days estimate) the Tender proposes to onboard a financial institution. <p>The maximum number of pages for the onboarding approach is 10 pages, Font size 10.</p>
4	<p>The extent to which the Tender meets the requirements for technical and functional support.</p> <p>All Tenders shall provide a service level agreement (SLA) for the ICT system in line with expectations of FMO in Annex 14 – CONDITIONS FMO FOR SLA</p>
13	<p>The extent to which the Tender meets the requirements regarding the configuration of transactions.</p> <p>All Tenders need to use Annex 04 - TEMPLATE FOR RESPONSE TO FUNCTIONAL REQUIREMENT for answers on the requirements for this category.</p>
20	<p>The extent to which the Tender meets the requirements regarding the functionality for the administration of securitized SME-loans.</p> <p>All Tenders need to use Annex 04 for answers on the requirements for this category.</p>
13	<p>The extent to which the Tender meets the requirements regarding the reporting service functionality.</p> <p>All Tenders need to use Annex 04 for answers on the requirements for this category.</p>
5	<p>The extent to which the Tender meets the requirements regarding the monitoring functionality.</p> <p>All Tenders need to use Annex 04 for answers on the requirements for this category.</p>
5	<p>The extent to which the Tender meets the requirements regarding the data warehouse functionality.</p>

	All Tenders need to use Annex 04 for answers on the requirements for this category.
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Assessment criterion: “The extent to which the Tenderer meets the distinctive non-functional requirements as defined in Annex 11 (10 points to be awarded)”

The extent to which the Tender meets the distinctive non-functional requirements will be assessed by:

- The extent to which the Tender meets the requirements regarding compliance and risk management;
- The extent to which the Tender meets the security and business continuity requirements; and
- The extent to which the Tender meets the system and architecture requirements.

Assessment criterion: “The approach presented for the implementation of the ICT system including the extent to which the Tenderer meets the implementation criteria as defined in Annex 12 (10 points to be awarded)”

The robustness and feasibility of the approach presented for the implementation of the ICT system.

Element of this approach which will be assessed is:

- An elaborate plan on how to implement the ICT system, taking into account the requirements set in Annex 12.

Assessment criterion: The extent to which the Tenderer meets the distinctive technical requirements as defined in Annex 13 (10 points to be awarded).

The extent to which the Tender meets the distinctive technical requirements will be assessed by:

- The extent to which the Tender meets the requirements regarding interfaces;
- The extent to which the Tender meets the requirements regarding access rights; and
- The extent to which the Tender meets the requirements regarding security.

4.3. Award criterion price/rates

The price includes different price components. As described in paragraph 4.1, 25 points will be awarded for the Tender with the lowest total bid. The total bid consists of the following components:

- Implementation fee (including customization) of the ICT system;
- Fee for general development of onboarding services;
- Fee per onboarded financial institution (for the first 10 FIs);
- Fee per onboarded financial institution (for the second 10 FIs);
- Fee per onboarded financial institution (for the third 10 FIs);
- Fee per onboarded financial institution (for the fourth 10 FIs);
- License fee for the use of the ICT system (including technical and functional support) for duration of contract (9 years);
- Fee for the hosting of the ICT system for duration of contract (9 years);
- Rate for additional work.

A template for the price rates is included in Annex 07 – RATES AND PRICES. Annex 07 also contains the calculation for the total bid of the Tenderer. The points awarded for the Tender will be based on the total bid value.

4.4. Assessment method for qualitative assessment criteria

During the assessment, the evaluation committee will evaluate in accordance with the following scale for the weighting of the quality criteria.

Quality of the response	Weighting percentage of the maximum points available per preference	Grade
Excellent, with added value. Tenderers answers is above expectation. According to the evaluation committee, the Tenderer gave a relevant, applicable and excellent answer that is entirely based on the principles of this Tender, the objective of this assignment, the required Service, the Contracting Authority and the Agreement. All elements and aspects of the question and answers thereto are fully addressed.	100%	10
Good. According to the evaluation committee, the Tenderer gave a relevant, applicable and a good answer that is based on the principles of this Tender, the objective of this assignment, the required Service, the Contracting Authority and the Agreement. All elements and aspects of significant points of the question and answers thereto are addressed clearly.	80%	8
Satisfactory. According to the evaluation committee, the Tenderer gave a partly relevant, applicable answer that is based on the principles of this Tender, the objective of this assignment, the required Service, the Contracting Authority and the Agreement. All elements and aspects of the questions and answers thereto are partly or brief addressed.	60%	6
Not satisfactory. According to the evaluation committee, the Tenderer gave an insufficient answer that is not or not adequately based on the principles of this Tender, the objective of this assignment, the required Service, the Contracting Authority and the Agreement. Not all elements and aspects of the questions and answers thereto have been adequately and /or sufficiently discussed.	40%	4

Poor, not satisfactory at all. According to the evaluation committee, the Tenderer gave very inadequate answer that by no means is based on the principles of this Tender, the objective of this assignment, the required Service, the Contracting Authority and the Agreement. None of the elements and aspects of the questions and answers thereto have been discussed.	20%	2
No result	0%	0

5. Assessment of the Tender

5.1. Assessment of the Tender's knock-out criteria

The Tender will be assessed according to the following procedure. The evaluation committee checks that the Tenders comply with the instructions given in the tender dossier. Any major formal errors or major restrictions affecting performance of the contract or distorting competition result in the rejection of the related Tender.

The evaluation committee will check whether:

1. All required documents have been provided (see the checklist in Annex 15 – STRUCTURE AND CONTENT OF THE TENDER);
2. The information is correct and complete, and no adjustments have been made to the documents provided by the Contracting Authority;
3. The Tenderers satisfy the exclusion grounds, including the nationality rules imposed under PRAG and/or NASIRA, and Eligibility Requirements.
4. No provisions or suspensive conditions or conditions precedent have been inserted by the Tenderer in the Tender (e.g. specifying that the Tenderer's own terms and conditions apply); and
5. 'The Declaration on Honour' has been completed in full and has been legally signed by the Tenderer.
6. The Annex 08 – CONFIRMATION ON KNOCK-OUT CRITERIA has been completed in full and has been legally signed by the Tenderer.

In the event that the aforementioned requirements under 1 up to and including 6 have not been complied with, the Tender will be excluded from assessment and further participation in the tendering process.

Please note that the documentary proof for exclusion and selection criteria are not verified during this phase.

5.2. Award criteria

Subsequently, all Tenders that are not excluded from the tendering process will be assessed by the evaluation committee.

5.3. Determination of definitive total score

The Contract will be awarded according to the principle of the Most Economically Advantageous Tender by the evaluation committee. The most economically advantageous Tender is the Tender that achieves the highest definitive total score based on the best price-quality ratio (25-100).

Technical Offer

The response to the qualitative assessment criteria in the Tenders will be evaluated by the evaluation committee against the requirements as specified in the Terms of reference.

When evaluating the Tenders, each of the three (3) voting member of the evaluation committee awards the response to the qualitative award criteria in each Tender a score out of a maximum 100

points in accordance with the evaluation grid (setting out the qualitative criteria, sub-criteria, price and weightings) laid down in section 4 of this Request for Proposal.

Each evaluator with voting rights completes an evaluation grid to record his/her assessment of each qualitative offer in order to establish a general appreciation of strengths and weaknesses of the individual Tenders.

On completion of the technical evaluation, the points awarded by each member are compared at the evaluation committee's session. Besides giving a numerical score, a member must explain the reasons for his/her choice and defend his/her scores before the evaluation committee.

The evaluation committee discusses each Tender and each member awards it a final score. Evaluators may change their individual evaluation as a result of the general discussion on the merits of each Tender.

In case of major discrepancies, full justification has to be provided by dissenting members. Once discussed, each evaluator with voting power finalizes his/her evaluation grid on each of the Tenders and signs it before handing it over to the secretary of the evaluation committee.

The secretary calculates the aggregate final score, which is the arithmetical average of the individual final scores. The Tenderer's definitive total score will be rounded to one decimal place. No scores will be rounded off until the moment that this definitive total score is determined.

Only Tenders that achieve a score of 75 points or more are declared 'technically accepted'. Any Tender falling short of the 75-points threshold is automatically rejected. If no Tender achieves 75 points or more, the tender procedure is cancelled.

Out of the Tenders reaching the 75-point threshold, the best technical offer will be awarded 100 points. The others receive points calculated using the following formula:

Technical score = (final score of the technical offer in question/final score of the best technical offer) x 100.

Price

Upon completion of the technical evaluation, the envelopes containing the financial offers for tenders that were not eliminated (i.e. those that scored an average score of 75 points or more) are opened and all the originals of these financial offers are initialed by the chair person and the secretary of the evaluation committee.

The evaluation committee has to ensure that the financial offer satisfies all formal requirements. A financial offer not meeting these requirements may be considered inadmissible and be rejected. The evaluation committee checks that the financial offers contain no obvious arithmetical errors. Any obvious arithmetical errors are corrected without penalty to the Tenderer.

The envelopes containing the financial offers of rejected Tenderers following the technical evaluation must remain unopened and be kept. They must be archived by the Contracting Authority together with the other tender procedure documents.

The total contract value comprises as specified in subsection 4.3 of this Request for Proposal.

The evaluation committee then proceeds with the financial comparison of the total bid value between the different financial offers.

The tender with the total lowest bid value receives 25 points. The others are awarded points by means of the following formula:

Financial score = (lowest total bid value/offered total bid value) x 25.

When evaluating financial offers, the evaluation committee compares only the total bid value.

The entire evaluation procedure is confidential and subject to the European and Dutch legislation that applies to FMO regarding access to documents.

The evaluation committee's decisions are collective and its deliberations are held in close sessions. The members of the evaluation committee are bound to secrecy. The evaluation reports and relating internal documents are for official use only and may be communicated neither to the Tenderers nor to any party other than FMO, the European Commission, the European Anti-Fraud Office and the European Court of Auditors.

5.4. Assessment of evidence

At the moment that the Tenderer legally signs 'The Declaration on Honour' and submits the Tender, the Tenderer is not (yet) required to provide any evidence, unless expressly asked to do so in this Tender document.

By signing 'The Declaration on Honour' and submitting his Tender, the Tenderer agrees that at a later date, the Contracting Authority is entitled to request that the winning Tenderer provides the required evidence.

Upon awarding the Contract, the Contracting Authority will only request evidence from the winning Tenderer. The Contracting Authority is entitled to request this evidence at an earlier stage and from all Tenderers if it believes such a course of action is necessary to facilitate the progress of the tendering process.

All Tenderers that have passed the technical and financial evaluations will need to go through FMO's Know Your Customer process and provide the relevant evidence as requested in that respect by FMO. FMO's relevant Know Your Customer policy is attached hereto as Annex 19 – FMO's KYC PROCEDURE.

The evidence must demonstrate that the winning Tenderer indeed complies with the content of 'The Declaration on Honour' and the Tender. Following the Contracting Authority's request to provide the evidence, this 'winning' Tenderer have 15 (fifteen) calendar days to hand over the required evidence. If the Contracting Authority does not agree with the content and/or validity of one or more of the pieces of evidence provided by the winning Tenderer, then this could result in this Tenderer being excluded from further participation in the process. The Contracting Authority will then request evidence of the 'second best' Tenderer next in line with the 'second' highest Most Economically Advantageous Tender without any further re-assessment of the Tenders.

Once the required evidence is provided by the Tenderer with the highest score (so excluding the Tenders that are being excluded from further participation in the process) and verified by the

Contracting Authority, the Contracting Authority envisages to enter into the Framework Agreement and Assignment Agreement with the Tenderer in conformity with the text of that Assignment Agreement and Framework Agreement as attached hereto as Annexes 01 and 02.

6. Submission procedure for Tenders

6.1. Statement of agreement

By submitting a Tender, including 'The Declaration on Honour', the Tenderer explicitly consents to all requirements and conditions stipulated in this tender document and the Summary of additional information and declares that he will continue to comply therewith for a period of 90 days as from the date of submission. Furthermore, the Tenderer confirms that he will comply with all of the specified prices and rates, including any agreed indexation. Failing to comply with one or more requirements will result in his Tender being disqualified from the assessment process and therefore excluded from the Tender process.

6.2. Variants

Tenderers are not authorized to tender for a variant in addition to this tender procedure.

6.3. General procedure

This tender process will be carried out in compliance with PRAG. In this case, the 'open procedure' applies. An announcement thereof was published on Tender Electronic Daily (TED).). The Contracting Authority has chosen the open procedure to:

- a) comply with the principle of broad competition of tenderers to obtain the best value for money;
- b) ensure transparency with adequate ex ante publication, in particular regarding this request for proposal, and adequate ex post publication of contractor; and to
- c) ensure equal treatment, proportionality and non-discrimination.

6.3.1. Communication

All communication relating to this tender procedure will be conducted via TED, unless otherwise specified.

The contact person for this Tender is Bert Snabel, b.snabel@fmo.nl

6.3.2. Questions and additional information/changes

During the procedure, you have the opportunity to ask questions and suggest changes regarding the draft Framework Agreement and its Annexes. Ask your questions as soon as possible, but in any event before the deadline as specified in paragraph 1.2 of this tender document. FMO has no obligation to provide answers to questions after that deadline. All questions will be answered anonymously. Any information provided at the request of the Tenderer will be sent in writing to all other Tenderers. In any event, all questions asked will be answered at least 21 days prior to the deadline for submission of the Tender. Tenderers are requested to use the provided format for submitting questions see Annex 16 – TEMPLATE FOR QUESTIONS AND ADDITIONAL INFORMATION ON CHANGES.

6.3.3. Consortia

Potential Service Providers are allowed to form consortia with peer organizations in order to provide services in scope. The Declaration on Honour should be filled in and signed by each Consortium member.

6.3.4. Validity period and submission of Tender

The Tender must be valid for at least 90 days after the deadline for submitting the tenders.

In exceptional cases, before this period of validity expires, FMO may ask the Tenderers for a one-off, specific additional extension, which may not exceed 40 days.

The winning Tenderer is bound by the Tender for a further period of 60 days, irrespective of the date of notification (i.e. 90 (+ 40) + 60 days) of the award of the contract. This period can only be further extended when FMO has referred a potential case of exclusion to the EDES panel mentioned in section 2.6.11. PRAG and for the duration of the procedure before the EDES panel.

In the event that an application for a preliminary injunction is filed with the competent court in the Netherlands against the award decision, then the Tenderers must in any event ensure that their Tenders are valid until four weeks subsequent to the initial decision by the court.

6.3.5. Costs of submitting a Tender

The Contracting Authority will not reimburse any Tenderers for any costs resulting from the drafting and submitting of a Tender, including any further information requested of the Tenderer.

Any costs or damage, which (can) occur by not winning this Tender by the decision of the Contracting Authority, is at the expense and risk of the Tenderer.

6.3.6. Termination of tendering process

Until the moment that the Contract is signed, the Contracting Authority reserves the right to partially, fully, temporarily or permanently terminate the tendering process if justified. In such situations, Tenderers are not entitled to compensation for any costs whatsoever incurred as a result of this tendering process.

6.3.7. Order of precedence of documents

In the event of inconsistencies between the Tender document and the Summary of additional information, the Summary of additional information takes precedence. In the event that there are multiple Summary of additional information, then the provisions in the most recent Summary of additional information takes precedence in the event of inconsistencies between the different summaries.

6.3.8. Inconsistencies and objections

If the Tenderer is of the opinion that the documents contain inconsistencies, errors or matters that are unclear or if the Tenderer has any objections, then the Tenderer must report this to the contact person in writing, including substantiation.

6.3.9. Complaints procedure

If a Tenderer disputes a response given by the Contracting Authority to a question, request, comment or objection from the Tenderer, or if the Tenderer receives no response, then the Tenderer can submit a complaint by sending an e-mail to Bert Snabel at b.snabel@fmo.nl

6.3.10. Dispute resolution

Any dispute arising from this tender process can be presented to the competent court in The Hague. Dutch law applies exclusively to such proceedings.

6.3.11. Submission of the Tender

Tenders must be submitted – before the deadline specified in paragraph 1.3. of this tender document - in English exclusively to the Contracting Authority in a sealed envelope,

Either

by post or by courier service, in which case the evidence shall be constituted by the postmark or the date of the deposit slip;

or

hand delivered by the participant in person or by an agent directly to the premises of the Contracting Authority in return for a signed and dated receipt, in which case the evidence shall be constituted by this acknowledgement of receipt, to:

Nederlandse Financierings-Maatschappij voor Ontwikkelingslanden N.V.

Dhr. B. Snabel

Anna van Saksenlaan 71

2593 HW 'S-GRAVENHAGE

The contract title and publication reference (see contract notice) must be clearly marked on the envelope containing the Tender and must always be mentioned in all subsequent correspondence with the Contracting Authority. Applications submitted by any other means will not be considered.

Tenders must be submitted using the double envelope system, i.e. in an outer parcel or envelope containing two separate, sealed envelopes, one bearing the words '**Envelope A — Technical offer**' and the other '**Envelope B — Financial offer**'. All parts of the tender other than the financial offer must be submitted in Envelope A (i.e. including the tender submission form, statements of exclusivity and availability and declarations).

The outer envelope should provide the following information:

- a) the address for submitting Tenders indicated above;
- b) the reference code of the tender procedure (**20190321ICT**);
- c) the words 'Not to be opened before the tender-opening session' and 'Niet openen voorafgaand aan de beoordelingssessie';
- d) the name of the Tenderer.

Each envelope must include an index of its contents. The pages of the technical and financial offers must be numbered.

6.3.12. Submission of a Tender in collaboration with other organizations

If you cannot carry out the assignment independently, you can set up a collaboration with other organizations.

There are two ways in which you can submit a Tender in collaboration:

- 1) As a consortium in which each member of the consortium is jointly and severally liable for the fulfilment of the obligations arising from the Tender as well as the fulfilment of the Contract.
- 2) In a principal contractor-subcontractor structure in which the contractor is liable for the fulfilment of all obligations, including the obligations that will be subcontracted.

6.3.13. Violation of the fundamental principles of procurement law and restriction of fair competition

Any Tenderer whose actions violate a fundamental principle of procurement law (such as the equality principle), the result of which restricts or could restrict fair competition, will be excluded from this tendering procedure. For the purposes of this article, a conflict of interests shall be deemed to arise where the impartial and objective exercise of the functions of any person implementing a Tender is comprised.

This is also the case if the violation or the restriction of fair competition only comes to light after the announcement of the award of the Contract to all Tenderers. Prior to making the decision to exclude the Tenderer in question, the Contracting Authority will notify the Tenderer of this intention, at which point the Tenderer will be given the opportunity to demonstrate to the Contracting Authority that no violation of a fundamental principle of procurement law or restriction of fair competition has taken place.

By submitting this Tender, the Tenderer declares his awareness that actions contravening any fundamental principle of procurement law can result in the aforementioned consequences. The Contracting Authority can use all resources available to him in order to identify any violation of the fundamental principles of procurement law or the restriction of fair competition. A judicial decision will not be a necessary requirement in such cases.

6.3.14. Communication and language

During the tendering process, communication with the Contracting Authority will be conducted in English. The Tender must be submitted in English. Additional documents (such as informational materials etc.) will also be provided in English. During the fulfilment of the contract, communication will be conducted in English.

6.3.15. Conflict of interests

A Tenderer should refrain, in accordance with its rules and regulations, from any action which may give rise to a conflict of interest. For the purposes of this Request for Proposal a conflict of interests shall be deemed to arise where the impartial and objective exercise of the functions of any person involved with or working on a (draft) Tender is comprised.

6.3.16. General terms and conditions

The applicability of any of the Tenderer's general terms and conditions concerning delivery, payment and/or any other matters is explicitly excluded.

The supplied General terms and conditions of purchase apply to the Contract.

6.3.17. Explanation and verification of the Tender

The Contracting Authority can request that the Tenderer explains his Tender in detail and/or provide substantiating documents. The Contracting Authority is entitled – although not obliged – to check the accuracy of all data and statements submitted within the scope of the Tender.

Any evidence, documents or statements must be dated, no more than one year before the date of submission of the Tender. In addition, a statement must be furnished stating that the situations described in these documents have not changed since then.

If the nature of the Tenderer is such that it cannot fall into the exclusion situations and/or cannot provide the documents indicated in this tender document (for instance international organizations), please provide a declaration explaining this situation.

Where the documentary evidence submitted is in an official language of the European Union other than the English language an English translation will be required in order to facilitate the evaluation of the documents. Documentary proof or statements may be in original or copy. If copies are submitted, the originals must be available to send to the Contracting Authority upon request.

Tenderers are reminded that the provision of false information in this tender procedure may lead to the rejection of their Tender and to their exclusion from EU-funded procedures and contracts.

6.3.18. Request for supplementary information concerning the Tender

The Contracting Authority can ask Tenderers to provide supplementary information and/or clarification of their Tender.

6.3.19. Announcement of the award of the Contract

All Tenderers will receive a message simultaneously that announces the award of the Contract and substantiates its decision, and a contract award notice will be published. All Tenderers are entitled to request further information regarding this decision from the Contracting Authority.

6.3.20. Standstill period

All Tenderers and stakeholders who dispute the award of the Contract and/or the verbal and/or written substantiation thereof can apply for a preliminary injunction at the competent civil court in The Hague. This must be done no later than 20 calendar days subsequent to the sending of the digital notifications concerning the award of the Contract. Upon expiry of this period, no more applications for a preliminary injunction can be submitted. In the event a Tenderer applies for a preliminary injunction, we kindly request that you send a copy of the summons to the Contracting Authority.

The award of the Contract does not yet mean the Tenderer's Tender has been accepted. For the 10 calendar days subsequent to the sending of the digital notification of the award of the Contract, the Contracting Authority is not permitted to definitively award the assignment by concluding the Contract.

If a preliminary injunction is applied for during these 20 calendar days, then a waiting period will be required pending a judgement in the preliminary injunction proceedings. The judgement will serve as the basis for further decision making by the Contracting Authority.

If preliminary injunction proceedings are brought against the award of the Contract, then the Contracting Authority will notify the Tenderer of this fact. The Tenderer must ensure that his Tender remains valid for at least four weeks subsequent to the judgement in the preliminary injunction proceedings.

Annexes

The following annexes constitute an integral part of this Tender document. These annexes were published together with the Tender document:

- Annex 01 – DRAFT ICT ASSIGNMENT AGREEMENT
- Annex 02 – DRAFT NASIRA FRAMEWORK AGREEMENT ICT ONBOARDING
- Annex 03 – FUNCTIONAL REQUIREMENTS ICT NASIRA
- Annex 04 – TEMPLATE FOR RESPONSE TO FUNCTIONAL REQUIREMENT
- Annex 05 – TEMPLATE DECLARATION OF HONOUR
- Annex 06 – TEMPLATE FOR A REFERENCE PROJECT
- Annex 07 – RATES AND PRICES
- Annex 08 – TEMPLATE CONFIRMATION ON KNOCK-OUT CRITERIA
- Annex 09 – PRECONDITIONAL NON-FUNCTIONAL REQUIREMENTS
- Annex 10 – PRECONDITIONAL TECHNICAL REQUIREMENTS
- Annex 11 – DISTINCTIVE NON-FUNCTIONAL REQUIREMENTS
- Annex 12 – IMPLEMENTATION CRITERIA
- Annex 13 – DISTINCTIVE TECHNICAL REQUIREMENTS
- Annex 14 – CONDITIONS FMO FOR SLA
- Annex 15 – STRUCTURE AND CONTENT OF THE TENDER
- Annex 16 – TEMPLATE FOR QUESTIONS AND ADDITIONAL INFORMATION ON CHANGES
- Annex 17 – THE NASIRA COUNTRY LIST
- Annex 18 – NON-DISCLOSURE AGREEMENT
- Annex 19 – FMO's KYC PROCEDURE

1. DRAFT ICT ASSIGNMENT AGREEMENT

See separate documents

2. *DRAFT FRAMEWORK AGREEMENT ICT ONBOARDING*

See separate documents

3. **FUNCTIONAL REQUIREMENTS**

The following functional requirements apply to the services required by FMO. For the division of the functional requirement different categories are identified, which are part of the services.

No.	Category	Application (What functionality should the application offer)	Services (What services should the tenderer deliver for the specific category)
1	Onboarding	<ul style="list-style-type: none"> ▪ Contractor enables the upload, in a pre-discussed format, of monthly loan files from FI's that contain all data needed to make the necessary calculations on a portfolio and report on them <ul style="list-style-type: none"> ○ Prepare dataset for upload (check on quality and consistency) ○ Reject dataset (Only in specific cases) 	<p>General</p> <ul style="list-style-type: none"> ▪ Development of general onboarding process ▪ Development of general dataset <p>Onboarding services per FI</p> <ul style="list-style-type: none"> ▪ Maturity Assessment of the IT-landscape ▪ (Ability of the technology to produce the data) ▪ Where needed, training of FI in order to let the FI fill the dataset in a correct, reliable and timely manner ▪ Check consistency of the data based on the analysis of 3 portfolios. ▪ Check on data definitions (10 data fields) ▪ Translation of data fields to English ▪ Map existing data fields with format of dataset ▪ Realize possibility to upload dataset in application ▪ Write User Manual ▪ Write an End-of-Onboarding report after the onboarding process, containing the following elements: <ul style="list-style-type: none"> ○ An assessment of the FI's core banking system, including an assessment of the ICT architecture. ○ The extent to which the FI has effective controls in place regarding the confidentiality, integrity and availability of (financial) data. ○ A description of the FI's calculation and collection processes ○ A description of the FI's ICT procedures ○ The FI's ability to produce and publish management information

2	Technical and Functional support	<ul style="list-style-type: none"> ▪ Contractor offers helpdesk functionality for functional and technical support related to ICT system (including support on onboarded interfaces with FIs). 	<ul style="list-style-type: none"> ▪ Consistency check on the data ▪ Incident Management process ▪ Helpdesk functionality
3	Configuration of transactions	<ul style="list-style-type: none"> ▪ System should enable following configuration elements: <ul style="list-style-type: none"> ○ The FMO administration number as a unique reference ○ The Guarantee limit ○ Configuration data ○ Splitting up the Guarantee in both horizontal (junior, mezzanine and senior tranches) and pari-passu splits in tranches ○ Configuration of Fees: <ul style="list-style-type: none"> ▪ Guarantee fees as a % of the used portfolio, split up per tranche where needed ▪ Commitment fee as a % of the unused portfolio, including hurdle dates (eg fee applies after year 1) ▪ Portfolio Monitoring Fees (fixed annual fee) ▪ One off Fees (eg due diligence fee) ▪ Portfolio Triggers (eg x% of the portfolio has a 30 day arrear) ▪ Transaction Currency ▪ Recognition of a characteristic that a loan has been restructured ▪ FX rates: the system needs to be able to lookup FX rates and use them in calculations ▪ Rating per tranche (Based on risk model) (need not be calculated by the system, this is an input that needs to be registered) 	<ul style="list-style-type: none"> ▪ Processing of terms of agreements in the system

		<ul style="list-style-type: none"> ▪ Loss Balance: loss calculation parameters need to be registered so that (a loss can be automatically calculated using the #days in arrear of a loan and an agreed and contract loss % to be paid ▪ Eligibility Criteria (e.g. gender of end borrowers and age of end borrowers that later can be checked) ○ Flexibility to add new configuration parameters 	
4	Calculation	<ul style="list-style-type: none"> ▪ System should be able to calculate values using FX rates: eg the EUR value of a loan can be calculated looking up a specific FX rate in a table with historical FX rates. ▪ System should be able to make Calculations based on the monthly uploads of loan-files, where individual loan data are aggregated into reports that show at least the following portfolio data: <ul style="list-style-type: none"> ○ The initially agreed guarantee limit ○ The usage of the guarantee (value of the loans currently under the guarantee), every time taking into account repayments, recoveries, new loans ○ The unused part of the guarantee ○ The loans repaid in that month ○ The loss balance, split into initial losses (a fixed % of the loans with an arrear of 120 days) and the final losses (the final loss calculated after 180 days and netted with the initial loss paid); the initial loss % and the number of days used for initial loss and final loss are variables that can be 	

		<p>configured per transaction. Optionally, the final loss is calculated either based on local currency, or in EUR, depending on which of those is the lowest.</p> <ul style="list-style-type: none"> ○ The recoveries realized on the loss balance ○ All the above is taking into consideration the configured structure in tranches: all amounts are assigned to or deducted from the correct tranche according to the configured structure (Waterfall approach) ○ Calculations may need to take into account a CAP in EUR per claim, using the FX rates to be looked up in a table ○ The fees to be paid in that month ○ The portfolio trigger status in that month ○ Signaling function if: <ul style="list-style-type: none"> ○ Loans are Eligible (Action: Loans will not be stored in Portfolio if not eligible) ○ Loan above the limit (Store the loan) ○ Loans within the inclusion period (Loan cannot be added) ○ Is a claim within the cover period (Claims will not be rewarded) ○ Flexibility to add new calculation rules ▪ System offers functionality to interface with or export and import data to/from the Risk Model 	
5	Monitoring	<ul style="list-style-type: none"> ▪ System ensures Data Consistency Monitoring (every new data upload) ▪ System ensures Portfolio Quality Monitoring (every new data upload) ▪ System offers flexibility to add new monitoring rules 	
6	Reporting	<ul style="list-style-type: none"> ▪ Reports within system can be generated on different levels on the below mentioned calculations and signals: 	

		<ul style="list-style-type: none"> ○ The initially agreed guarantee limit ○ The usage of the guarantee (value of the loans currently under the guarantee), every time taking into account repayments, recoveries, new loans ○ The unused part of the guarantee ○ The loans repaid in that month ○ The loss balance, split into initial losses (a fixed % of the loans with an arrear of 120 days) and the final losses (the final loss calculated after 180 days and netted with the initial loss paid); the initial loss % and the number of days used for initial loss and final loss are variables that can be configured per transaction. Optionally, the final loss is calculated either based on local currency, or in EUR, depending on which of those is the lowest. ○ The recoveries realized on the loss balance ○ All the above is taking into consideration the configured structure in tranches: all amounts are assigned to or deducted from the correct tranche according to the configured structure (Waterfall approach) ○ Calculations may need to take into account a CAP in EUR per claim, using the FX rates to be looked up in a table ○ The fees to be paid in that month ○ The portfolio trigger status in that month ○ Signaling function if: ○ Loans are Eligible (Action: Loans will not be stored in Portfolio if not eligible) ○ Loan above the limit (Store the loan) ○ Loans within the inclusion period (Loan cannot be added) 	
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		<ul style="list-style-type: none"> ○ Is a claim within the cover period (Claims will not be rewarded) ○ Flexibility to add new reports <p>Example of a possible report is included in Annex G.</p>	
7	Data warehousing and Analytics	<ul style="list-style-type: none"> ▪ System offers Datawarehouse functionality ▪ System offers Option to extract data from the data warehouse 	

4. *TEMPLATE FOR RESPONSE ON FUNCTIONAL CRITERIA*

See separate document.

5. *TEMPLATE DECLARATION ON HONOUR*

See separate document.

6. *TEMPLATE FOR A REFERENCE PROJECT*

See separate document.

7. *RATES AND PRICES*

See separate document.

8. ***TEMPLATE CONFIRMATION ON KNOCK-OUT CRITERIA***

See separate document.

9. *PRECONDITION NON-FUNCTIONAL REQUIREMENTS*

The following non-functional requirements apply for the required services. The requirements are divided into different categories. The requirements listed in this annex are preconditional and will be assessed as knock-out criteria.

Compliance and Risk Management	
Audit, Compliance, and Operational Risk	The system has a built-in security access component
	The security function has a set up that is role based
	Permission can be granted to carry out activities per role
	Users can be assigned multiple roles
	There is a standard system Audit trail: identifying user, date and action
	Logfiles are available in the system to track activities in the system, including any privileged account
	There are validation routines in place to filter incorrect input

10. PRECONDITIONAL TECHNICAL REQUIREMENTS

The following technical requirements apply for the required services. These technical requirements are preconditional.

No.	Technical Requirements
1	The documents and other data must be saved on a server that is supplied by the supplier. This server must be located on EU (excluding UK) and must never fall under the data exchange requirements of the American Patriot Act.
4	When the Tender uses data hosting by a third party, the Tender must make sure the data hosting party complies with the same requirements and wishes when executing the agreement as the main contractor. Rights and duties remain at the main contractor. Sub-contractor works solely under liability of the main contractor.
5	A Non-Disclosure Agreement (NDA) shall be signed. The request comes from FMO. (See Appendix 18 for a Template NDA)
6	Compliance with relevant laws and regulations is mandatory.
7	Authorizations need to be transparent, there shall be 1 overview of a clear authorization table where roles/functions and corresponding rights can be seen. There shall be a segregation of duties.
8	Specific systems shall only be accessible to systems or user that have a legitimate business reason.
9	The data is and will stay owned by FMO.

11. DISTINCTIVE NON-FUNCTIONAL REQUIREMENTS

See separate document.

12. IMPLEMENTATION CRITERIA

Implementation	
Scope	<p>Minimum items of scope to cover:</p> <ul style="list-style-type: none"> - Implementation plan - Initial Set up of the System - Interfaces, such as ACBS and RISK model application - Testing, Training and go-live planning - Transfer to production environment (including acceptance procedure)
Expectations	<p>Minimum set of expectations:</p> <ul style="list-style-type: none"> - Implementation of ICT system as SaaS solution. - Acceptance procedure including arrangements on when minor defects will be resolved. - Minimization of effort from FMO side for functional implementation and support. - Detailed technical and functional specification of interfaces. - Division of implementation activities between FMO and contractor. - Estimation number of days from FMO and Contractor. - Any assumptions affecting this estimate. - Estimation of total duration of the implementation from start to system in production environment. - Description of risks and mitigating actions.
Questions	<p>Question to address in implementation approach:</p> <ul style="list-style-type: none"> - Which functional and technical configuration activities are required to initially set up the system? - Which activities need to be done on the client side (FMO) to prepare required input for the setup of the system and to implement the system? - What level of training would be required for FMO employees?

13. DISTINCTIVE TECHNICAL REQUIREMENTS

See separate document.

14. CONDITIONS FMO FOR SLA

The following conditions apply for the SLA to be added to Tender by Tenderers:

- SLA should cover functional and technical support related to the ICT system (including support on onboarded interfaces with FIs), meaning execution of consistency checks, incident management and helpdesk functionality.
- SLA should contain a graphical overview of the cloud environment (including specifications)
- SLA should contain a section about “Resolving issues and defects” where a minimum requirement is that services are able to resume within 8 hours after an incident or disaster.
- In SLA Performance criteria (such as File Processing, Graphic User Interface, Reporting, Performance overview and availability (guaranteed uptime of 99,9%)
- SLA covers Back-up procedures:
- SLA should contain a section about Helpdesk availability, where the minimum requirement is to cover FMO's office working hours (08:00 - 18:00 CET) .

15. *STRUCTURE AND CONTENT OF THE TENDER*

See separate document.

16. *TEMPLATE FOR QUESTIONS*

See separate document

17. THE NASIRA COUNTRY LIST

EUROPEAN NEIGHBOURING COUNTRIES (ENC)

- Algeria
- Armenia
- Azerbaijan
- Belarus
- Egypt
- Georgia
- Israel
- Jordan
- Lebanon
- Libya
- Moldova
- Morocco
- occupied Palestinian territory (oPt)
- Syria
- Tunisia
- Ukraine

SUB-SAHARAN AFRICA (SSA)

- Benin
- Botswana
- Burkina Faso
- Burundi
- Central African Republic
- Cameroon
- Cabo Verde
- Chad
- Comoros Islands
- Congo
- Côte d'Ivoire
- Democratic Republic of the Congo
- Djibouti
- Eritrea
- Ethiopia
- Gabon
- Gambia
- Ghana
- Guinea
- Guinea-Bissau
- Equatorial Guinea
- Kenya
- Lesotho
- Liberia
- Madagascar
- Malawi

- Mali
- Mauritius
- Mauritania
- Mozambique
- Namibia
- Niger
- Nigeria
- Uganda
- Rwanda
- Sao Tome and Principe
- Senegal
- Seychelles
- Sierra Leone
- Somalia
- Sudan
- South Sudan
- Swaziland
- Tanzania
- Togo
- South Africa
- Zambia
- Zimbabwe

18. *NON-DISCLOSURE AGREEMENT*

See separate document.

19. FMO's KYC PROCEDURE

See separate document.