



Request for Quotation

RFQ-WE4F-SC-Africa-2024-017

Activity: Payment Platform and Loan management system integration for Tivwane Money Solutions

Funded by: Water and Energy for Food Southern and Central Africa Regional Innovation Hub (WE4F S/CA RIH)

Implemented by Tetra Tech ES, Inc.

Request for Quotation Timeline	
RFQ Issue Date:	September 11, 2024
Questions Submission Date:	September 16, 2024; 4:00 PM CAT
Quotations Submission Date:	September 27, 2024; 4:00 PM CAT
Award Anticipated Date:	October 10, 2024

Note: Issuance of this RFQ does not constitute an award commitment on the Tetra Tech ES, Inc., nor does it commit to pay for any costs incurred in preparation or submission of comments/suggestions of a Quotation. Quotations are submitted at the risk of the companies. All preparation and submission costs are at the offeror's expense.

TABLE OF CONTENTS

1. INTRODUCTION	3
2. OFFEROR'S QUALIFICATIONS.....	3
3. SOURCE AND NATIONALITY RESTRICTIONS	4
4. QUESTIONS and CLARIFICATIONS.....	4
5. SUBMISSION OF QUOTATIONS	4
6. QUOTATION PREPARATION INSTRUCTIONS.....	4
6.1 Organization's Information	4
6.2 Company Technical Capability	5
6.3 Detailed Budget	5
6.4 Representations and Certifications.....	6
7. EVALUATION CRITERIA.....	6
8. TERMS OF PAYMENT.....	6
9. NEGOTIATIONS	6
10. MULTIPLE AWARD/NO AWARD	7
ATTACHMENT A: Statement of Work	8
Background.....	8
Statement of Work	8
Place of Performance	9
Specific Deliverables and Timeline:	9
ATTACHMENT C: REPRESENTATIONS AND CERTIFICATIONS	11
ATTACHMENT D- CERTIFICATION.....	12

1. INTRODUCTION

WE4F is a joint international initiative of the German Federal Ministry for Economic Cooperation and Development (BMZ), the European Union (EU), the Ministry of Foreign Affairs of the Government of the Netherlands, the Swedish International Development Cooperation Agency (Sida), the Norwegian Agency for Development Cooperation (Norad), and the U.S. Agency for International Development (USAID).

The purpose of the WE4F S/C Africa RIH project is to expand the scale of innovations that impact the sectors of food and water, food and energy or all three sectors of the nexus (food, water, energy) to increase the sustainability of agricultural food systems, improve energy and water efficiency as well as to improve climate resilient agriculture in developing countries and emerging markets, with a particular focus on the poor and women.

WE4F, through its regional innovation hubs, will work with promising innovators that were identified and nurtured during the First and Second Calls for Innovation (CFI 1 and CFI 2) as well as the Open Call for Innovations (OCFI) to support their next level of scaling. At the same time, the program will open up new calls for innovations within the water-agriculture-food nexus. WE4F will incorporate the Regional Innovation Hub (RIH) model used in PAEGC and the Technical Assistance Facility developed under SWFF. By combining these two successful key programmatic elements together, WE4F's decentralized approach will put a stronger focus on improving local framework conditions for innovations and facilitating end-user financing.

The purpose of this Request for Quotation (RFQ) is to identify and select a firm to **assist Tivwane Money Solutions with providing a payment platform and loan management system integration** as per the Scope/Statement of Work (SOW) specified in Attachment A of this RFQ. Services will support the WE4F S/C Africa RIH project funded by USAID Contract No.: 7200AA21C00063 and implemented by Tetra Tech ES, Inc.

2. OFFEROR'S QUALIFICATIONS

The Offeror must provide the following information and references to be qualified for subcontract award:

- a. Company information, including official registered name, type of business, address, and identity of the principal company officers.
- b. A brief description of the company and its past experience providing identical or similar services to those described in the Technical Specifications in **Attachment A**.
- c. A signed certification (**Attachment C**) that the company and its proposed second-tier subcontractors, if any, are not owned or controlled in whole or in part by any entity of any government.
- d. Completed and signed representations and certifications as provided in Attachment D.

3. SOURCE AND NATIONALITY RESTRICTIONS

The USAID authorized geographic code for the WE4F S/C Africa RIH project is 997. Authorized Geographic Code 997 authorizes procurement of goods and services Worldwide but excluding any country that is prohibited source. USAID maintains a list of prohibited sources in ADS Chapter 310.

4. QUESTIONS AND CLARIFICATIONS

All questions or clarifications regarding this RFQ can be submitted in written English, to WE4FAfricaBids@tetrattech.com on on-going basis until **September 16, 2024 4 PM CAT**. Questions and requests for clarification, and the responses thereto, will be circulated to all RFQ recipients. Only written answers from Tetra Tech ES, Inc. will be considered official and carry weight in the RFQ process and subsequent evaluation. Any answers received from outside the official channel, whether verbally or in writing, from employees or representatives of Tetra Tech ES, Inc., or any other party, will not be considered official responses regarding this RFQ.

5. SUBMISSION OF QUOTATIONS

Quotations are due on **September 27, 2024 at 4:00 pm CAT**. Quotations must be submitted to WE4FAfricaBids@tetrattech.com with the subject line "RFQ-WE4F-2024-017- Payment Platform for Tivwane Money Solutions".

All Quotations must fully respond to the Technical Specifications in **Attachment A** and must include a **financial offer** in the format of **Attachment B - Table 1** – Budget. Quotations received after the aforementioned due date and time will not be considered for this procurement.

6. QUOTATION PREPARATION INSTRUCTIONS

All Offerors must follow the instructions set forth herein to be qualified for the procurement process. If an Offeror does not follow the instructions set forth herein, the Offeror's Quotations may be eliminated from further consideration, or the Quotation may be downgraded and not receive full credit under the applicable evaluation criteria.

The suggested outline for the Quotation is stated below:

6.1 Organization's Information

Organization's information, including official registered name, type of business, list of principal company officers, address, telephone, copy of valid business license and website.

6.2 Company Technical Capability

Description of organization, including of activities/qualifications carried out similar to the scope of work requested.

Offerors must provide a summary of their experience rendering similar services related to website development, communications, marketing and public relations and/or donors and international development organizations, by including the client's name, dates of execution and a brief description of services provided. The qualifications section is limited to five of the most relevant contracts performed in the last five years, presented in the following table format. If the client is confidential, please list "confidential".

Title of Contract	Description of the Contract and Services Provided	Client Name	Dates of Execution

6.3 Detailed Budget

The offeror should provide task/deliverable-based budget supported by an excel document detailing cost estimates per task/deliverable to justify the reasonability of cost. For example, Laboratory analysis and testing of liquid and granule fertilizers is to be conducted to prove the organic status of the fertilizer at \$1000. Offeror should provide a detailed cost estimate for this task showing number of persons involved, Level of Effort (LOE) for each person, fully burdened daily rate and total cost/person and sum of total activity/deliverable.

Offeror shall complete **Table 1 of Attachment B, and Detailed cost estimate** to allow Tetra Tech ES, Inc. to compare financial Quotations received from all sources. The budget detail must be provided in Excel format with unlocked cells.

A price must be provided for each project component. Budgets must show unit prices, quantities, and total price. All items, services, etc. must be clearly labeled and included in the total price. Quotations shall also include a budget narrative that explains the basis for the estimate of every cost element or line item. Supporting information must be provided in sufficient detail to allow a complete analysis of each cost element or line item. Tetra Tech ES, Inc. reserves the right to request additional cost information if the evaluation committee has concerns regarding reasonableness, realism, or completeness.

Offerors shall provide unit pricing in United States Dollars (USD) inclusive of applicable taxes if any. Prices must be valid for 60 days from the date of submission.

6.4 Representations and Certifications

Offerors must complete the representations and certifications in **Attachment C and D**.

7. EVALUATION CRITERIA

Award will be made to the offeror whose Quotation represents the best value in consideration of past performance, qualifications, and price factors. Prices must be reasonable and will be considered in the evaluation. Offerors are encouraged to provide a discount to their standard commercial rates.

Tetra Tech ES, Inc. reserves the right to conduct discussions with selected offeror(s) to identify the best value offer. An award of a resulting Subcontract Agreement shall be made by Tetra Tech ES, Inc. on a best value basis. Tetra Tech ES, Inc. reserves the right to request a test assessment from offerors to assess qualifications.

Quotations will be scored on a 100-point scale. Available points for each evaluation factor are given below. Quotations must address each evaluation factor.

Evaluation Criteria		Points
1	Detailed Price Quotation	40
2	Technical Quotation	60
A	Basic company profile/breadth and depth of skill level/organization structure	10
B	Cumulative years of experience providing similar services as requested	5
C	Personnel assigned	5
D	Relevant experience undertaking similar assignments	40
	TOTAL	100

8. TERMS OF PAYMENT

Payment terms for the awarded Subcontract Agreement shall be net thirty (30) days after submission of invoices, satisfactory completion, and acceptance of services and deliverables. Payment shall be made by Tetra Tech ES, Inc. Home Office –via bank wire transfer. Contract currency will be USD and payment will be made in USD. No advance payments will be provided.

9. NEGOTIATIONS

Best offer Quotations are requested. It is anticipated that a subcontract will be awarded solely based on the combination of technical and cost highest score. However, Tetra Tech ES, Inc. reserves the right to conduct discussions, negotiations, or request clarifications prior to

awarding a subcontract. In addition, Tetra Tech ES, Inc. reserves the right to conduct competitive range negotiations and limit the number of companies in the competitive range to permit an efficient evaluation among the most highly rated Quotations. The highest-rated companies, as determined by the evaluation committee, may be asked to submit their best prices during a competitive range.

10. MULTIPLE AWARD/NO AWARD

Tetra Tech ES, Inc. reserves the right to issue multiple awards. Tetra Tech ES, Inc. also reserves the right to issue no awards.

ATTACHMENT A: STATEMENT OF WORK

Background

The Southern and Central Africa Regional Innovation Hub (S/C A RIH) works across 12 African countries to scale innovations that will sustainably transform food systems by using less water and energy, restoring ecosystems, protecting biodiversity, and increasing income and food yields for Base of the Pyramid small holder farmers. Under this procurement, WE4F S/C Africa intends to assist Tivwane Money Solutions to obtain a payment platform and loan management system integration in Zambia.

Tivwane Money Solutions is a company committed to assisting smallholder farmers, rural entrepreneurs, and individual households to finance their agricultural needs. They also offer capacity building and a village credit system suitable to reach the low-income segment population and give them competitive advantages over other existing MFIs in Zambia. The focus for WE4F in this RFQ is for the innovator to have a payment platform and loan management system integration developed for their use in supporting people to access finance.

Statement of Work

The selected service provider (s) shall work under the direct supervision of WE4F S/C Africa RIH Technical Assistance Facilitator to provide technical assistance to Tivwane Money Solutions with the following specific activities and deliverables:

1. Participate in kickoff meeting with WE4F S/C Africa RIH Technical Assistance Facilitator and Tivwane Money Solutions to discuss the timeline, to develop the payment platform and loan management system integration.
2. Develop a work plan to confirm deliverables and timelines for each deliverable.
3. Develop and install the system integration, customer interface, payment processing and communication system onto a platform for Tivwane Testing and perform a Quality assurance process.
4. Provide Training for Tivwane Money Solutions on the new platform developed, include the necessary training materials and support Tivwane Money Solution would need to have the system fully functional.
5. The selected service provider shall not embed their brand logo on any material developed and shall cede copyright of all materials both partial and complete, developed as part of this project to Tetra Tech and the innovators.
6. The innovator and the WE4F Technical Assistance Facilitator will review each deliverable and ensure it meets expectations before clearing the deliverable as Final. Should there be any edits/changes/reviews arising from the review process, the service provider will attend to them fully before submitting the final version of the deliverable.

Process:

- Upon selection and contract signing, the hub's Technical Assistance Facilitator will provide a technical brief to the service provider.
- The service provider will conduct the assignment based on this brief, informed by further discussions with the hub team and innovator.
- The innovator and the Technical Assistance Facilitator will review the deliverables to ensure they meet expectations before final approval.
- Any necessary edits or changes identified during the review process must be addressed by the service provider before submitting the final versions of the deliverables.

Period of Performance

October 15, 2024 – November 30, 2024, however, each offeror is required to develop a realistic timeline in consideration of statement of work and previous experience.

Place of Performance

The primary place of performance of work is remote, but preference will be given to service providers based in Zambia.

Specific Deliverables and Timeline:

Deliverables:

1. System Integration
 - Integrated Loan Management System (MFlv8) with a mobile payment platform.
 - API Gateway or Middleware to facilitate communication between MFlv8 and the payment platform.
2. Customer Interfaces
 - USSD Interface: A fully functional USSD menu for customers to apply for loans, check balances, and make payments.
 - Mobile/Web Interface Enhancements: Updates or creation of mobile/web interfaces for customer access to loan services and payment options.
3. Payment Processing
 - Credit/Debit Card Payment Integration: Functionality enabling customers to make payments using credit/debit cards directly linked to MFlv8.
 - Mobile Payment Gateway Integration: Seamless payment processing via mobile payment platforms (e.g., mobile money).
4. Communication Systems
 - Bulk SMS System: Implementation of a system to send transactional and promotional SMS messages to customers.
5. Testing and Quality Assurance
 - Integration Testing: Comprehensive testing to ensure that all integrated systems work seamlessly together.
 - User Acceptance Testing: Testing the system with end-users to ensure it meets their needs and expectations.
6. Training and Documentation

- User Training Materials: Documentation and training sessions for staff on the new system and customer interfaces.
 - Technical Documentation: Detailed documentation of the integration process, APIs, security measures, and system architecture.
7. Deployment and Support
- System Deployment: Full deployment of the integrated system into a live environment.
 - Post-Deployment Support: Ongoing support and maintenance services to address any issues that arise post-launch.

ATTACHMENT B: DETAILED BUDGET

The Quotation must be submitted in sufficient details to account for ALL remuneration, communications, travel and transportation, and other out-of-pocket expenses, taxes and other costs. The price Quotation should be valid for sixty (60) business days from date of submission.

All costs should be in United States Dollars (USD). The contract will be issued and settled in USD.

The budget cap for this RFQ is USD 5,000, however, each offeror must prepare its own budget in consideration of the statement of work. **Please use WE4F Tier-2 budget template for detailed budget per deliverable/Task and Don't lock, pdf or sign.**

On this basis Tetra Tech ES, Inc. will issue a Subcontract and payment shall be based upon final acceptance of services and deliverables described in the **Attachment A**.

#	Activity Description	Deliverables	Delivery Date	Payment Amount
1	Technical assistance Works Program	Develop a work plan	October 15, 2024	USD
2	Upgraded loan management system and Payment gateway integration	System integration, customer interface, payment processing and communication system	November 5, 2024	USD
3	Testing the newly developed system and providing support	Testing and Quality assurance, Training and documentation and deployment and support	November 15, 2024	USD
Total Fixed Price Subcontract Value				USD

The offeror is required to submit a detailed excel budget showing the number of persons involved in the assignment, preparation of video, each person daily rate, total days per person, any other associated cost and sub-total activity/deliverable cost.

ATTACHMENT C: REPRESENTATIONS AND CERTIFICATIONS

Offeror Representations and Certifications

Organizational Conflict of Interest Representation

The company represents, to the best of its knowledge and belief, that this award:
does [] or does not [X] involve an organizational conflict of interest.

Please see FAR 52.209-8 for further explanation.

System for Award Management Unique Entity Identification (UEI) Number

(required if cost Quotation is more than USD \$30,000)

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(please use one box per number)

Source and Nationality of Goods and Commodities

- (i) This is to certify that the Offeror is:
- a. an individual who is a citizen or legal resident of _____.
 - b. a corporation of partnership organized under the laws of _____.
 - c. a controlled foreign corporation of which more than 50% of the total combined voting power of all classes of stock is owned by United States shareholders;
or
 - d. a joint venture or incorporated association consisting entirely of individuals, partnerships or corporations. If so, please describe separately the citizenship or legal status of the individuals, the legal status of the partnership or corporations, and the percentage (%) of voting power of the corporations.
- (ii) This is to certify that the **Source** (the country from which a commodity is to be shipped from) and or services to be used under this Order is:

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name of country or countries

By signing below, the Offeror certifies that the representations and certifications made, and information provided herein, are accurate, current and complete.

Signature: _____ Date: _____

Name of and title of authorized signature: _____

ATTACHMENT D- CERTIFICATION

A signed certification on offeror official letterhead states that:

The company XYZ is not owned or controlled in whole or in part by any entity of any government.

Thank you,

Authorized person name, title and signature