

# **INSTRUCTIONS FOR FINANCIAL INSTITUTIONS**

**For Submission of**

**EXPRESSION OF INTEREST**

*For*

***“Hiring of Financial Institutions for  
Provision of BVS Based Services  
for BISP Beneficiaries”***

**BENAZIR INCOME SUPPORT PROGRAMME  
GOVERNMENT OF PAKISTAN**

**January, 2019**

# INSTRUCTIONS

1. Through the Request for Expression of Interest, BISP envisages making 100% of its UCT and CCT payments through a Biometric Verification System (BVS)-based Branchless Banking (BB) services. BISP envisages:
  - I. Integration of BISP systems with selected BB platforms to enable quarterly/periodic payments disbursement to BISP beneficiaries after biometric verification through NADRA;
  - II. Enhancing BISP e-payments systems efficiency through more in-depth outreach to its beneficiaries including rural areas along with efficient service delivery standards;
  - III. Real time reconciliations of Limited Mandate Accounts of BISP beneficiaries, and at all disbursement levels, across the country, in an automated, secure and real time environment as per BISP's needs;
  - IV. An automated Complaint Management System (CMS) integrated with stakeholders' systems for swift resolution of payment complaints of beneficiaries across the country, with real time reporting.
  
2. The Scope of Branchless Banking BVS based Services comprises the following:
  - I. BISP is seeking services of Scheduled Banks and Microfinance Banks approved by the State Bank of Pakistan (herein after referred as "Financial Institution(s)" or FIs) to act as credible payment agencies through Branchless Banking system, with the involvement of Super Agents/Agents and Sub Agents as defined in SBP's Framework for Branchless Banking Agent Acquisition and Management, besides the BVS ATM network.
  - II. Areas for which this mode of payment services is being sought through this Request for EOI (REOI) shall be divided into clusters.
  - III. BISP requires that an FI will disburse cash grant through multiple distribution channels: Super Agents/alternate distribution channels in each district of a cluster. Further, special arrangements like establishment of camp sites etc. in order to facilitate the beneficiary load and provide efficient service delivery to them, may kindly be indicated by the FI.
  - IV. 'Interoperability' at BVS ATMs or BVS POS is preferable for facilitating the beneficiaries and for ensuring efficient service delivery. If interoperability, becomes available during the currency of the Agreement with selected FIs, FIs may make partner arrangements in this regard and present the same to BISP and BISP may agree to adopt such a solution(s).
  - V. Contract with the successful bidders will be executed for a period of three years subject to extensions only with mutual consent and performance appraisals of the individual FI.
  
3. BISP invites eligible Scheduled Banks and Microfinance Banks duly approved by the State Bank of Pakistan-SBP (herein after referred as Financial Institution(s) or FIs) with specific and proven competence and experience to indicate their interest in providing the intended services. Eligible FIs should submit Expression of Interest (**EOI**) in English language along with relevant complete details of their qualification and experience as requested in Request for Expression of Interest (REOI) Notice and specified hereunder: -

- I. Name, address, Phone, Fax and E-mail address along with postal and telegraphic address for the head office, branch offices and contact personnel;
- II. Certificate of Incorporation/Registration with authorized government department(s)/SBPas Legal Entity;
- III. Corporate Profile providing sufficient information/details in the following, but not limited to, areas in respect of a Financial Institution: -
  - (a) Years of operations;
  - (b) Management Structure/Organogram & Systems of the FI with relevant information about Board/Directors etc.;
  - (c) Core competencies having related information in the areas, but not limited to:
    - i. The Financial Institution should at-least have BBB rating (long term rating from accredited credit rating agency(ies), which are recognized by SBP).
    - ii. Experience of handling large scale cash disbursement projects including Government to Person (G2P), Person to Person (P2P) and humanitarian cash transfer projects/programs at national/provincial levels. Details should include the geographical spread, value of disbursements, number of beneficiaries and payment modes used.
    - iii. Details of existing and prospective distribution channel(s)/ network. This should include Branch Network, BVS ATMs, BVS enabled Super Agents/ Agents/Sub Agents/Touch Points and/or any alternate payment modes/touch points including purpose built campsites/special disbursement centers/setups. It should also include any existing/planned interoperable disbursements platform capabilities and any SBP approved innovative payments process and technology.
    - iv. Real-time customized report back capability with utmost transparency. Flexibility as well as development and delivery capacity for MIS and CMS Systems Integrations between FI and BISP.
  - (d) Certificates of National Income & Sales Tax Numbers and proof of Active Tax Payer, of the FIs. Copies of respective certificates must be provided/furnished. The Financial Institutions who are registered with Provincial Sales Tax Department can also apply in the selection process, however, upon award of contract if selected, the Financial Institution shall be required to get themselves registered with Federal Board of Revenue/ ICT Sales Tax Department;
  - (e) Data Sheets of relevant (similar and specific experiences) assignments/works, duly substantiated, by the FI either completed or ongoing, with the following details:
    - I. Name of the Project
    - II. Cost of the Project
    - III. Name and address of the Client

- IV. Start & Completion Date
- V. Detail of services provided by the FIs
- VI. Brief description of the services rendered

The experience which is not provided with the required details with the profile of the FI shall not be taken into consideration for short-listing.

- (f) Any additional documents to support relevant experience of FI;
  - (g) Affidavit from the FI confirming that: (a) applicant FI has never been blacklisted by any International, Government/Semi Government Organization; (b) List and status of litigation/arbitration current or within the last five years, in which the FI is or have been involved with any government department/against a client, if any, and (c) All the information provided by the applicant FI is correct.
  - (h) FIs are required to narrate/comment upon, in detail, about their previous experience(s) and constraints encountered thereof related, but not limited to, G2P services, P2P and humanitarian cash transfer projects/programmes at national/provincial levels, use of BVS Technology, Real time customized report back, Disbursement through more than one Super Agents/Agents and Sub Agents/Touch Points etc., Interoperability at BVS ATMs or BVS POS etc.
4. Pursuant to the Clause 4 of Procurement of Consultancy Services Regulations 2010 viz. Criteria for Eligibility of Financial Institutions(including its staff, experts and sub-consultants) shall have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Client, or that may reasonably be perceived as having this effect.
  5. Financial Institutions are encouraged to provide materials/information that would be specific to the proposed services only by giving all the relevant details as required in the instructions, and to avoid submitting generic promotional material. Unrelated or incomplete materials/information shall not be considered.
  6. AnEOI Response/Proposal submitted, may be dropped at anytime upto award of contract, if significant omissions/errors are found in the information submitted by the FIs.
  7. If the EOI response consists of more than one volume, the applicant must clearly number the volumes constituting the EOI and provide an indexed table of contents for each volume. All documents should be securely bound.
  8. Any further information/clarification from BISP can be sought.

**Additional Director General (Procurement)**  
**BENAZIR INCOME SUPPORT PROGRAMME (BISP)**  
Procurement Wing,  
BISP HQ Secretariat, F-Block, Pak Secretariat,  
Islamabad, Pakistan. Postal Code: 44000  
Tel: +92-51-9246420, Fax: +92-51-9246319