



# REQUEST FOR PROPOSAL(RFP)

## Selection of Master Agent for e-voucher and MoMo Channels Management



MTN Afghanistan

Opposite the Shah -re-Naw Park  
Police District #4, Kabul Afghanistan

Dec 15, 2024



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## Introduction:

This Request for Proposal (RFP) is to invite prospective service to provide to submit a proposal for “Selection of a Master Agent For e-voucher and MoMo Channels Management” for MTN Afghanistan. The RFP provides service provider with the relevant operational, performance, application, and architectural requirements that the project must fulfill. This document describes the Request for Proposal (RFP) from MTN Afghanistan. This document is a confidential company document. The service provider is requested for proposals and is engaged to respect the confidentiality of information contained in this document.

### 1.1 Purpose of the RFP

MTN Afghanistan is selecting a solution/service provider for a ““Selection of a Master Agent For e-voucher and MoMo Channels Management”. Our objective is to select the service provide who most fully meets the requirements identified in this Request for Proposal (RFP). MTN Afghanistan may elect to award a contract pursuant to the RFP. Your company is invited to take part in this process and provide a proposal that satisfies MTN Afghanistan’s and especially of the project requirements.

Within this RFP you will find all the information necessary to do a proper assessment of MTN Afghanistan’s and of this project requirements. Service providers are invited to respond to this RFP by describing how they can meet the requirements set out in this RFP and by providing other information requested. Responses to this RFP will be used to qualify service providers for the final evaluation and price negotiation phases of the selection process.

### 1.2 Scope of Work (SoW):

#### **Project goals:**

- To expand master agents’ availability across the country to ensure float management, liquidity management & cash management at the channels.
- To vast MoMo re-balancers in mass markets for rebalancing the agents under the specific master agent’s hierarchy.
- To ensure daily e-money purchase by master agents and float transfer to the agents with consideration of end of day balance and turnover strategy.
- Acquiring MoMo new acquisition with quality.
- Implementation of new strategies, initiatives and improvement plans of MFS and MoMo S&D to boost up the MoMo business and MoMo eco-system.

**Objectives:**

- To improve the e-money availability across the MoMo channels in the markets.
- To increase the rebalancers, ensuring the MoMo channels are rebalancing on daily basis and on time delivery to their demands.
- To improve the quality of MoMo gross addition through DBAs (Distribution brand ambassadors) by onboarding the quality of customers.

**Deliverables Scope:**

- Having improvement plans, initiatives, road maps and strategy for ensuring the e-money availability at 90% of MoMo channels and acquiring quality customers.
- To ensure daily float transfer and daily float availability of 1million AFN to prevent shortage of e-money at super-agent and agent level.
- To ensure the compliance of MoMo agents according to central bank rules and regulations.
- Implementing the assigned keep performance indicators 100%.

**Other basic information about the project:**

The new dedicated master agents are recruiting to ensure the float management & liquidity management 100% by fulfilling the MoMo channels' demands for E-money in the markets as well as MoMo quality new acquisition through DBAs. Meanwhile, other KPIs implementations and compliance of master agents and agents accordingly to the central bank regulations, instructions, and circulars time to time and with all applicable laws especially labor law of Afghanistan and policies of MTNA - MoMo relevant to terms of compliance. The new master agents will be operating in Kabul and other zones like Kandahar, Paktia & Kunduz.

**1.3Confidentiality**

This Request for Proposal, including any other material and information provided by MTN Afghanistan, contains MTN Afghanistan proprietary and confidential information



that is provided to you for your exclusive use in evaluating and preparing your response. If at any time your company decides not to respond to the RFP, please destroy any copies of the document and confirm your non-participation either in writing or by email. This document should not be duplicated except as necessary to prepare your response. This document should not be disclosed or distributed to any third party. All copies of this document except one file copy should be destroyed following submission of your response. The file copy should be held confidential and not used for any purpose other than bid evaluation, response preparation, and subsequent discussions with MTN Afghanistan, if any result. You should safeguard the confidentiality of this document and any copies with the same degree of care with which you safeguard your own confidential information. Service Providers may not use the name, logo, or trademarks of MTN Afghanistan in connection with any advertising or publicity materials or activities without the prior written consent of the MTN Afghanistan. The obligation not to disclose any confidential information shall not be affected by bankruptcy, receivership, assignment, attachment or seizure procedures, whether initiated by or against the service provider, nor by the rejection of any agreement between the MTN Afghanistan and the service provider, by a trustee of the service provider in bankruptcy, or by the service providers as a debtor-in-possession or the equivalent of any of the foregoing under local law.

## 2 Vendor Instructions

This RFP has been issued to service providers that will respond satisfactorily to the Request for Proposals (RFP) dated Dec 20, 2024. The RFP identifies MTN Afghanistan's requirements in sufficient detail in order to identify a preferred service provider.

### 2.1 General Instructions

- Service Provider are requested to consider the following instructions when preparing their responses:
- Only respondents who have been directly invited to respond to this RFP shall be considered.
- Service Provider responses must be valid for 6 months from the date of submission.
- Service Provider must be commercially bound to their response.
- Service Provider must address all matters raised in this RFP.
- Any statements made about the performance and specifications of the proposed solution will be true and will be incorporated into the final purchase contract.

- Any functionality or features not included in the cost estimate must be clearly identified in response to the RFP.
- Service Provider must address all items specified in this RFP. Failure to adhere to the specified format may disqualify a service provider for further consideration. Submission of proposals shall constitute evidence that the service provider has made all the above-mentioned examinations and is free of any uncertainty with respect to conditions that would affect the execution, and completion of this project.

## 2.2 RFP Changes, Binding Bid Process:

MTN Afghanistan reserves the right to negotiate any or all RFP terms and conditions, and to cancel, amend or resubmit this RFP in part or entirety at any time. This RFP has been issued exclusively for providing adequate information about MTN Afghanistan's requirements for Finding Master Agent For e-voucher and MoMo in order to receive a proposal of this project from service providers. While one or more service provider may be selected as candidates, and MTN Afghanistan's may negotiate a service provider contract with one or more respondents, MTN Afghanistan reserves the right to reject any or all the responses received for any reason or no reason, and to decline negotiating and signing a service contract with any service providers responding to the RFP regardless of whether any service provider's response is partially or fully accepted or rejected, or contains the highest or lowest mark-up or price, or the most timely services delivery commitment, or whether a service provider responds with a no-response notice or has an existing contract with MTN Afghanistan, and regardless of any other matter. MTN Afghanistan further reserves the right to negotiate with any service providers who does not receive this RFP. Accordingly, responses should be submitted in the terms most favorable to MTN Afghanistan. MTN Afghanistan will consider service providers responses as binding offers by service providers.

## 2.3 Disqualification

Statements known to be, or subsequently found to be, inaccurate or misleading may disqualify the service provider from further participation in the evaluation process.

Structure of the Response All responses to this proposal must follow the structure given below:

1. Executive Summary
2. Company Profile (Describe your organization’s core businesses, products, services, markets, awards, etc.)
3. Similar Experience & Customer References
4. Requirements Understanding / Scope of Work (Please illustrate that you have understood our requirements.)
5. Vendor Eligibility Criteria (as per section 3 of RFP)
6. Compliance Matrix (as per section 4 of RFP)
7. Proposed Solution Description with screenshots of the interface
8. Implementation Approach / Deliverables / Training Details
9. Post Implementation Support / SLA
10. Project Plan / Timelines
11. Project Management Approach (Please illustrate your project management approach in terms of proposed team structure, communication plan, escalation management, quality plan and any other relevant information)
12. Pricing Details (as per format in section 5 of the RFP)

Schedule of Events

Event	Date
RFP Distribution to service provide	
Written Confirmation of service provider Bid Intention	
Questions from service provider about scope or approach due	
Responses to service providers about scope or approach due	
Proposal Due Date Target Date for Review of Proposals	
Target date for review of proposal	
Onsite Oral Presentation / Demo of the proposed solution	
Final Service Providers Selection Discussion(s)	
Anticipated decision and selection of Vendor(s)	
Anticipated completion of work	
Anticipated completion of work	

2.4 Contacts

Any questions concerning technical specifications or Statement of Work (SOW) or contractual terms & conditions must be directed to:

All contacts can be through formal email, WhatsApp messages of the dedicated numbers or face to face meeting.

Responses to the RFP are due dated Dec 20, 2024. Please submit your responses in sealed hard copy to MTN Afghanistan main office located in Park Plaza opposite of shah re Naw Park.

## 2.5 Evaluation Criteria

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Service Provider's responsiveness to the RFP and the total price quoted for all items covered by the RFP. Proposals must address all the items identified in the Request. All proposals will be evaluated based on the following criteria:

- Completeness of proposal
- Experience and past performance with similar customers
- Ability to meet requirements as specified in the Compliance Matrix
- Initial cost, including goods and services, yearly maintenance fee, and any recurring costs
- Financial stability of your company
- Demonstrated quality of service and training Flexibility of product
- Oral presentation

MTN Afghanistan does not represent that these are the sole criteria and reserves the right to adjust selection criteria at any time.

## 2.6 Awarding of Contract

MTN Afghanistan is not bound to accept the lowest proposal and is not obliged to give a reason for rejecting a proposal. Prospective suppliers are advised that nothing in this documentation, or in any communication between MTN Afghanistan and any other party, shall be taken as constituting a contract, agreement or representation between MTN Afghanistan and/or any other party, except for a formal award of contract made in writing by MTN Afghanistan. Neither shall it, or they, be taken as constituting a contract, agreement or representation that a contract shall be offered. Please note that MTN Afghanistan reserves the right to vary the number of service providers invited to interviews and presentations, or dispense completely with this part of the process, at its sole discretion. MTN Afghanistan reserves the right at all points in the procurement process either not to select a candidate to go forward to the next stage, or following completion of the procurement process, not to make any award of contract. MTN



Afghanistan has prepared this RFP in good faith. To the extent that MTN Afghanistan is permitted by law, MTN Afghanistan excludes any liability (whether in contract, negligence or otherwise) for any incorrect or misleading information contained in this RFP.

### 3 Vendor Eligibility Criteria

Service provider is defined as an independent company registered in 'country name' or a consortium of partnership between a local 'country name' registered company and local or global services partner. Please provide the following details:

- Legal Name:
- Parent Company:
- Corporate Headquarter Address:
- Internet Address:
- In what business area has your company engaged?
- How many years have your company been in business under its present name?
- If you are a corporation or limited liability corporation, show state and date of incorporation.
- Is there, or has there been in the last three years, any litigation or governmental or regulatory action pending or threatened against your organization that might affect your ability to provide stated products and services?
- State the status of any current or pending lawsuits.
- The business enterprise must currently be incorporated, or registered as a company (corporation, limited, partnership) and be able to demonstrate that it has been and is offering goods/services under the business name for a period of not less than 5 years.
- Sole Proprietors/Independent Contractors must be able to demonstrate that they have been engaged in their business activity for not less than 5 years
- Minimum amount of yearly turnover of the company/service provider during the last three years i.e. for 2021, 2022, 2023 should be at least 10M Afghani.
- Service Provider security policies and processes should have been ratified, evaluated and rated by a reputed third-party analyst firm such as Gartner/Forrester, please provide details.
- eligibility will be seen based on the above criteria and MTN Afghanistan has the right to reject responses not meeting the qualification criteria

### 4 Pricing Details



All prices quoted by the vendor must be fully itemized, in Afghani, and inclusive of all taxes and all expenses. MTN Afghanistan expects to contract with the service provider on a Fixed Price basis for all components of the service. We expect the service provider to quote a fixed price for:

- Product
- Implementation services
- Customizations
- All software licenses for the vendor's products
- All software licenses for third party products are supplied by the service provider
- Support fees for one (1) year commencing from date of go-live

Please clearly identify all the assumptions made when producing these prices.