



Instruction to Bidders

This document includes information relevant to the procurement of goods and services, bidding procedure for bidders and guidelines to prepare the bids.

A. Introduction	
Scope of Bid	Bank of Maldives PLC invites sealed bids from eligible bidders for Hiring of a Consultant for Developing Retail Brand Guidelines. A local competitive bidding will be conducted in accordance with Bank of Maldives PLC's bidding procedure and is open to all Bidders.
Procurement Reference and Name	BML/PD/OPN-BID/2023/085 Hiring of a Consultant for Developing Retail Brand Guidelines
Eligible Bidders	This invitation is open to all interested with a formal intent to enter into an agreement. Each Bidder shall submit only one bid. A bidder who submits or participates in more than one bid will cause all the bid proposals for that particular procurement to be disqualified.
B. Preparation of Bids	
Language	The language of the Bid is: English or Dhivehi
Documents Comprising the Bid	The Bidder shall submit the following completed documents with its Bid: Form 1 – Schedule of Requirement (not applicable) Form 2A – Bidder Information Sheet Form 2B – Bid Submission Form Form 2C – Price Schedule for Goods & Services
Bid Prices and Currency	The Bidders shall quote the items to be procured individually specifying the unit rates and prices in <i>Maldivian Rufiyaa</i> . Including GST (if applicable) at the time of current rate
Bid Validity	The bid shall remain valid for 30 days from the date of opening the bids.
D. Submission and Opening of Bids	
Bid Submission	Bidders shall submit their bids on the date of submission at the specified location and time indicated in this section.
Acceptance of Bids	BML shall not accept bids before or after the specified closing time.



Location, date and Time	For bid submission Bank of Maldives Plc, Head Office 5 th Floor, Meeting Room Island: Male' The deadline for bid submission: Date: 07 th December 2023 Time: 14:00 hrs (Maldivian Standard Time)
Contact details for further information	Please contact; Procurement Department, Telephone: 3015386, 3015359 Email address: openbidding@bml.com.mv
Bid Opening	BML shall conduct the bid opening on the Date of Bid Submission. BML shall open the bids publicly immediately after the expiry of the limit for submission of the bids indicated in the tender documents.
E. Evaluation, and Comparison of Bids	
Confidentiality	Information relating to the examination, evaluation and comparison of Bids, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful bidder is notified.
Documents Establishing the Qualifications of the Bidder	BML shall evaluate each Bid based on the evaluation criterion and methodologies specified in Evaluation and Qualification Criteria to determine the most acceptable bid. No other criteria or methodology will be permitted.
F. Award of Contract	
Award Criteria	BML shall award the Contract to the Bidder whose offer has been determined to be the most acceptable Bid and shall notify the successful Bidder, in writing, that its Bid has been accepted.
G. Appeals and complaints	
Regarding conduct of a bid	Bidders are allowed to file appeals and complaints regarding conduct of a bid, in writing, within 7 (seven) days of opening of the bid.
Regarding outcome of a bid (an award or decision to award)	Bidders are allowed to file appeals and complaints regarding outcome of a bid (an award or decision to award), in writing, within 7 (seven) days of awarding the contract.



Evaluation and Qualification Criteria

Table of Criteria

Evaluation Criteria

Criteria	Score	Details
Price	50%	<ul style="list-style-type: none">Price should include all expenses related to compiling the retail brand guidelines and submission of required materials
Experience (Profile of individual or people to be involved in the project 30% Reference letter 20%)	50%	<ul style="list-style-type: none">Profile and minimum one reference letter for retail brand guidelines developed for businesses of similar scaleIf a company, in addition to the above, credentials of key personnel involved should be provided
Delivery		<ul style="list-style-type: none">Within 45 calendar days

Note: -

- Bids will be opened in the presence of the bidders and/or representatives of the bidders.
- Companies must submit a board resolution with details of the Representative/s attending to submit proposals on company's behalf.
- In case of new vendors, it is requested to apply for registration as a vendor with all related documents. (Vendor form available in BML website, download page).
- The Bank may reject any vendor to participate in a bid, provided the decision is communicated to the vendor on or before the opening of the bids.
- Bidders are prohibited to submit offers under various names irrespective of whether it is from separate legal entities in case where the bidder directly or indirectly controls or is controlled by another vendor. A bidder who submits or participates in more than one bid will cause all the bid proposals for that particular procurement to be disqualified.
- Fine for late delivery will be charged per day and if the work/ item(s) are not completed within the agreed period, Bank has the right to cancel the contract.
- Penalty charge shall be imposed in respect of each item/service of non-compliance with the bid conditions.
- (If applicable) it shall remain your responsibility to ensure that your quotation/proposal reach the email on or before the deadline. Quotations/Proposals that are received after the deadline indicated above, for whatever reasons, shall not be considered for evaluation.
- Please note that we may purchase all the items, selected items, or none of the items, based on comparative offers from different vendors.
- Any actual or prospective bidder or contractor who is aggrieved in connection with the solicitation or award of a bid, contract or proposal, may appeal to the MD & CEO of BML. The appeal must be in writing and must list the pertinent facts giving rise to the appeal.



Form 1 - Schedule of Requirement

(Not Applicable)



Form 1 A

List of Goods and Related Services

Lot No. : [if applicable]				
Lot Name : [if applicable]				
Item No.	Name of Goods or Related Services	Description	Unit of Measurement	Quantity

Lot No. : [if applicable]				
Lot Name : [if applicable]				
Item No.	Name of Goods or Related Services	Description	Unit of Measurement	Quantity

Lot No. : [if applicable]				
Lot Name : [if applicable]				
Item No.	Name of Goods or Related Services	Description	Unit of Measurement	Quantity



Form 1 B

Delivery and Completion Schedule

The date or period for delivery to be specified below.

Item No.	Description of Goods or Related Services	Date or Period for Delivery	Location	Required Arrival Date of Goods or Completion Date for Related Services
1.	Hiring of a Consultant for Developing Retail Brand Guidelines			



Form 1 C Specifications

RFP attached with the announcement.



Form 2 – Bidding Forms

Table of Forms

A- Bidders Information Form.

B- Bid Submission Form.

C- Price Schedule for Goods and Services.



Form 2A

Bidder Information Sheet

Date: _____

Invitation for Bid No.: *BML/PD/OPN-BID/2023/085*

Legal Name of Bidder	
Bidder's Authorised Representative Information	Name: Address: Telephone/Fax Numbers: Email Address:
List of bid documents to be submitted: as per vendor registration application form. <u>In case of new vendors</u> , it is requested to apply for registration as vendor with all related documents. Any changes/update to the information provided in the registration form, shall be submitted to Bank of Maldives along with revised documents.	



Form 2B

Bid Submission Form

Date: _____
Invitation for Bid No.: *BML/PD/OPN-BID/2023/085*

To: BANK OF MALDIVES PLC.

I/We, the undersigned, declare that:

- (a) I/We offer to supply in conformity with the Bidding Document and in accordance with the delivery schedule specified in the Schedule of Supply, the following Goods and Related Services: _____
_____;
- (b) The total price of my/our Bid, is: _____
_____;
- (c) My/Our Bid shall be valid for a period of 30 days from the date of bid opening in accordance with the Bidding Document, and it shall remain binding upon me/us and may be accepted at any time before the expiration of that period;
- (d) I/We are not participating, as Bidders, in more than one Bid in this bidding process, other than alternative offers in accordance with the Bidding Document;
- (e) I/We understand that this Bid, together with your written acceptance thereof included in your notification of award shall constitute a binding contract between us,
- (f) I/We declare that all the information provided in connection with this bid is true and all documents are true copies of genuine and valid originals.
- (g) I/We confirm that I/we (including owners/ beneficial owners and/or shareholders / partners of the bidder) have not in any way been associated, in the preparation of this Bid, with an employee of Bank of Maldives PLC.
- (h) I/We confirm that I/we (including owners/ beneficial owners and/or shareholders / partners of the bidder) are not employee(s) or immediate family member(s) of employee(s) or Board of Director(s) of Bank of Maldives PLC (Immediate family members are defined as children, spouses and parents).
- (i) I/We confirm that I/we have carefully read, understood and agree to all the terms and conditions of the Bidding Documents.
- (j) I/We understand that you are not bound to accept the lowest or any Bid you may receive.

Name _____

In the capacity of _____

Signed _____

Duly authorized to sign the Bid for and on behalf of _____

Office / Company Seal (if applicable) _____

Date _____

If a bid is awarded on the basis of false information provided, the Bank has the right to disqualify the bidder. In review of this, Bank will be considering the past performance of the bidder in future bids of this nature.



Form 2C

Price Schedule of Service

Name of Bidder _____

Procurement Reference and Name _____

TIN no: _____

#	Description	Price inclusive of all the taxes applicable (MVR)
1.	Hiring of a Consultant for Developing Retail Brand Guidelines	

Note

- Please submit a quotation/proposal/BOQ with the detail specification given in the information sheet.
- In addition, please include following details in the quotation/proposal:
 - Detail specification of the quoted product
 - Breakdown of the price (if applicable)
 - Price inclusive of all taxes applicable
 - MIRA Tax clearance report shall be submitted with the bid documents.
 - Vendors should quote price in MVR
 - Delivery duration in calendar days (if not fixed in the request)
 - Payment Terms – no advance payments
 - Quotation validity period
- Proposal with multiple options (other than specified above) **WILL NOT** be accepted.
- Days will be counted starting from the date issuing the Purchase order/Site handover.
- Fine for late delivery/completion will be charged per day and if the work/ item(s) are not completed within the agreed period, Bank has the right to cancel the contract.
- All duties, taxes, and other levies payable, shall be included in the rates and prices and the total Bid Price submitted by the bidder.
- If the service is subject to tax under Section 55 of the Income Tax Act, price inclusive of Withholding tax (WHT).
- No Advance Payment



RFP for Developing Retail Brand Guidelines

1. Purpose

Bank of Maldives is seeking experienced and reliable parties to submit proposals for development of a retail brand guideline manual for the bank.

2. About Bank of Maldives

Bank of Maldives is the leading financial institution in Maldives. We are a full-service bank engaging across the complete spectrum of personal, SME and corporate financial services. Shariah compliant banking services are offered through our BML Islamic window. With over 300,000 customers, we are privileged to touch the lives of almost every citizen and business in Maldives through our extensive network of branches, agents, relationship managers and online banking facilities. We have lent over MVR 3 billion last year to Maldivian individuals and businesses and therefore play a pivotal role as an engine of growth for the local economy.

Today we are focusing on using technology to create change and create sustainable financial inclusion. We were the first to introduce Internet and Mobile Banking as well as 24-hour self-service banking. We were the first to issue international debit, credit, and prepaid cards.

Our aim is to be a partner for success for our customers, to actively participate in community development and to create long-term value for our shareholders.

3. Objectives

Currently we have 38 branches, 85 Self-service Banking Centres, 143 ATMs and over 200 agents across the country and to become a more consistent brand and for better customer experience a guideline is required which include direction related to design and ambiance of our outlets.

The retail guidelines should aim to create physical spaces where customers are fully immersed in the BML brand, whether it is at a branch, an ATM Centre or a service centre, to ultimately contribute to customer loyalty.

4. Requirements

Interested parties should capture the existing situation in the outlets and understand the reasons behind customers visiting the Bank and create engaging service areas that enhance customer experience.

The successful bidder will be required visit the Bank's retail spaces and work with relevant departments of the bank for compiling the manual.



5. Scope of work

The Retail Brand Guidelines must consider the customer experience in the various spaces and provide concepts that promote distinct service levels at each space. This should include but is not limited to aspects such as lighting, seating, counter and meeting room layouts, accessibility, façade and signage. Also need to consider customer education, privacy for some services such as bulk cash, loan discussions.

6. Evaluation Criteria

Criteria	Score	Details
Price	50%	<ul style="list-style-type: none"> Price should include all expenses related to compiling the retail brand guidelines and submission of required materials
Experience (Profile of individual or people to be involved in the project 30% Reference letter 20%)	50%	<ul style="list-style-type: none"> Profile and minimum one reference letter for retail brand guidelines developed for businesses of similar scale If a company, in addition to the above, credentials of key personnel involved should be provided
Delivery		<ul style="list-style-type: none"> Within 45 calendar days