



TERMS OF REFERENCE

Financial Inclusion Impact Outcomes in Southeast Asia 2024/26 Study

The ASEAN Secretariat and the Australian Government, through the Australia for ASEAN Futures Initiative, invite applications from firms or organisations, for the above-referenced project. All proposals will be assessed based on their technical quality and value for money.

I. Background

Over the last few years, Southeast Asia has made clear strides in financial inclusion, in part accelerated by widespread digital adoption during the COVID-19 pandemic. According to the United Nations Capital Development Fund's (UNCDF) 2022 ASEAN Monitoring Progress report, financial exclusion levels in the region decreased from 29% in 2021 to 23% in 2022, far surpassing the initial ASEAN 2025 target of 30%.

UNCDF's ASEAN Monitoring Progress report series identifies and tracks progress of key national indicators towards financial inclusion against a regional framework. These indicators (spanning access, usage, quality, inclusive growth, and since 2022, financial capabilities) are monitored using national data provided by ASEAN member states (AMS) such as national surveys and international datasets such as the Global Findex Database and the Organisation for Economic Co-operation and Development's (OECD) International Network on Financial Education (INFE) Financial Literacy Survey.

Such existing research is critical to enable the monitoring of the progress towards financial inclusion on a macro, national level and to identify potential infrastructure needs and gaps in each AMS. It also provides a strong basis for further study on financial inclusion, particularly to understand the impact of increasing financial inclusion on the end-borrowers, and how the financial services industry can act to deepen its positive impact while mitigating negative consequences such as over indebtedness.

There is increasing recognition that it is necessary to look beyond foundational measures of financial access to understand impact outcomes that can help realise responsible and sustainable financial inclusion. For example, UNCDF has put forth the concept of financial health, a broader lens that includes financial security (the ability to meet short term commitments), resilience (the ability to cope with unexpected or adverse events), financial control (being confident in one's finances), and financial freedom (the ability to meet long- term goals). Data on the end-borrower experience is thus critical to provide a more holistic view across these financial health dimensions.

To this end, there exists a global Microfinance Index, published by 60 Decibels (60dB) in June 2022, which provides useful insights into the impact of access to financing on end-borrowers' business and livelihoods, quality of life, and financial

health outcomes. Results from the 60db 2022 survey showed Asia trailing the rest of the world in terms of customer outcomes, an intriguing finding given the progress in financial inclusion. However, the global dataset was thin in terms of its Southeast Asian coverage. The study also focused on traditional financial service providers (FSPs) such as microfinance institutions (MFIs) and did not cover other types of FSPs, such as FinTechs and other digital financial services (DFS) providers, who are increasingly playing a key role in driving financial inclusion in the region. Meanwhile, the Centre for Impact Investing and Practices (CIIP) conducted a study in 2023 covering a larger number of ASEAN countries, expanded the types of FSPs covered, and also incorporated the FSP perspectives in order to draw deeper insights as to how financial literacy and financial inclusion of those “hard to reach” communities can be unlocked. In particular, clear differences were found in terms of gender (including the differences in access and impact of such access), thereby offering ideas on how to bridge these differences.

Specifically, this study’s outcomes will play a key role in identifying further steps required to advance financial literacy within ASEAN communities and proposing customer-focused educational initiatives including by catering to the nuances of differences across gender and families. In terms of financial inclusion's impact on end borrowers, the study will dive deeper into the potential role of the private sector actors, both in terms of increasing access and minimising the potential consequences of not addressing key challenges such as low levels financial literacy, particularly indebtedness. Overall, this study will offer recommendations which can be considered by each ASEAN Member State, recognising the diverse challenges and opportunities in the region. It is anticipated that collaboration will be key, and this study will identify common goals and areas for mutual support among ASEAN Member States, and between public and private sectors in each community.

Relationship to Other Activities

This project will work closely with relevant ASEAN Sectoral Bodies and stakeholders under the ASEAN Economic Community Pillar as well as financial sector. The financial sector integration vision for 2025 encompasses three strategic objectives, namely financial integration, financial inclusion, and financial stability, and three crosscutting areas (one of which includes capacity building). Strategic measures under this vision include strengthening financial integration by having more integrated insurance markets and having more connected capital markets. The proposed study will focus on financial services for financial inclusion, covering not just credit but also other financial services. Insurance (together with themes like affordability, Insurtech and Microinsurance, Agriculture Insurance) was identified in the previous study as an investment opportunity area, and it can potentially tie in with the ASEAN Insurance Integration Framework (AIIF). To ensure alignment to the 2023 ASEAN Declaration on Gender Equality and Family Development¹, the study will prioritise a gender-sensitive analysis through:

- From a quantitative standpoint: Collecting disaggregated data similar to CIIP’s 2023 study, that reveals challenges faced by women in accessing financial services. This approach directly aligns with the declaration's commitment to gender equality and the empowerment of women and girls. Inclusive data collection methodologies will be implemented, emphasising diverse family

¹ <https://asean.org/wp-content/uploads/2023/09/ASEAN-Declaration-on-Gender-Equality-and-Family-Development.pdf>

structures and directly linking research insights to the declaration's goals of promoting family development.

- From a qualitative standpoint: Assessing the state of financial inclusion through a gender lens, including an evaluation of the impact of relevant policies on the ability to address the unique financial inclusion needs of women and families. Insights will be shared based on these findings, offering actionable strategies for policymakers and stakeholders, contributing to the overarching goal of fostering inclusive and equitable financial systems in the ASEAN region.

The proposed study can also contribute to the principles outlined in the ASEAN Gender Mainstreaming Strategic Framework for 2021–2025². Such a study would explore how financial systems and structures impact gender equality and inclusion. This can be done by exploring and identifying, in consultation with financial systems actors, the structural barriers that perpetuate segmental challenges including gender inequalities within these systems. This analysis will be useful for informing targeted interventions and possible policy changes to address the root causes of disparities in access to financial services.

The study will also make reference to the ‘ASEAN Enabling Masterplan 2025: Mainstreaming the Rights of Person with Disabilities’³ as well as what type of specific support is available for women and persons with disabilities, as well as seeking the perspective of CSOs.

Another potential area is to look into MSMEs, especially for the Phase 1 Interim Report. This ties in with another strategic measure identified in the AEC Blueprint, which is to promote financial inclusion by delivering financial products and services to a wider community that is underserved, including MSMEs. The study can offer ideas on how to implement some of the initiatives identified in the blueprint, such as:

- The establishment of credit bureaus in establishing credit standing to improve access to financing,
- Credit guarantee institutions to provide credit enhancement to customers that do not have collateral, other appropriate facilities or,
- Mechanisms that will provide financial access.

II. Needs and Objectives

The goal of this study is to hold the potential to bring about significant and lasting positive changes toward financial health in ASEAN. By providing a holistic view of financial inclusion challenges, the long-term impact goals of the proposed study are to work towards a series of targeted, impactful outcomes:

- **Economic Upliftment:** By dismantling barriers to financial access, the study can empower individuals and households to unlock new economic opportunities. This can lead to increased income and financial stability, contributing to long-term economic prosperity.

² <https://asean.org/wp-content/uploads/2022/01/ASEAN-Gender-Mainstreaming-Strategic-Framework-endorsed-by-AMMW.pdf>

³ <https://asean.org/wp-content/uploads/2019/03/Publication-ASEAN-Enabling-Masterplan-2025-1.pdf>

- **Job Creation:** As more people gain access to financial services, entrepreneurial endeavours can flourish, resulting in job creation. This ripple effect can sustainably boost employment opportunities within the community.
- **Financial Literacy:** The study can facilitate the spread of financial knowledge, equipping individuals with the skills to make informed, lifelong financial decisions. Improved financial literacy ensures long-term financial security and resilience.
- **Gender Equity:** Identifying and addressing gender disparities in financial inclusion will also be an outcome of the proposed study. This can create enduring benefits by empowering women economically, thereby promoting long-term gender equality and supporting the acceleration of gender mainstreaming in the work of ASEAN across the various ASEAN Community pillars¹⁰ as well as the ASEAN Gender Mainstreaming Strategic Framework (AGMSF).
- **Community Progress:** A financially inclusive community is one which is also sensitive to the need for gender equality, disability and social inclusion. The study will examine the needs of different segments of the community, and suggest ways to address these needs, thereby leading to enhancement of the community's well-being.
- **Resilience:** Improved financial inclusion enhances the community's resilience to economic shocks and unexpected crises. This enduring financial stability ensures that residents are better equipped to overcome challenges without falling into a cycle of poverty.
- **Informed Decision Making:** The study's findings can provide invaluable data and insights, guiding policymakers and financial institutions to develop tailored financial products that address the community's specific long-term needs.

III. Outputs and Deliverables

The study will produce two main reports (Interim and Final Report) among others across two phases and policy note. Given the wealth of financial inclusion data and analysis, the proposed study will explore further initiatives beyond the reports. The following is the envisaged list of deliverables under this project to attain these primary outputs:

1. **The Inception Report** – it covers the approach, scope, review and evaluation questions, methodology, detailed work plan, timeline, and management and implementation arrangements, including stakeholder engagement, risk management, and staffing for the study.
2. **Interim Report** – The 2025 Phase 1 Interim Report will cover demand-side issues, and potentially look at the gaps in accessing finance for individuals, sole proprietors and micro enterprises, and macro issues the region's financial inclusion sector faces:
 - › Provide an updated and expanded backdrop of the market landscape, including opportunities and challenges, across all 10 AMS
 - › This will be done through in-depth management interviews with key market actors (e.g. policy makers, regulators, industry associations and central banks).

- › This will complement ASEAN’s existing work with UNCDF monitoring national level financial inclusion policies and indicators.
- › Share insights on demand-side drivers of financing gaps based on population surveys, endeavoring to cover 10 AMS. The proposed study will ask questions regarding:
 - › Financing requirements and needs across sectors, including MSMEs
 - › Key challenges faced by customers (including MSMEs) in accessing financing and broader financial services from the formal financial system, including banks and alternative providers such as Monetary Financial Institutions (MFIs) and FinTechs.
 - › How to support and upskill customers (including MSMEs) to unlock access through new tools/technologies and capacity building to improvement financial literacy and management skills.
 - › National strategy on financial inclusion as well as identify and addressing gender disparities in financial inclusion, impact of investments on women, differently abled and marginalised groups in ASEAN. As an effort to promote long-term gender equality (with reference to Guiding Principles and Values of the ASEAN Gender Mainstreaming Strategic Framework 2021-2025), the deliverable will include a dedicated section within the report. This section will focus on integrating gender-specific considerations, where possible using quantitative analysis to back up qualitative findings. Key components could include highlighting any gender-specific challenges encountered and corresponding private sector solutions, showcasing measurable impactful gender-disaggregated outcomes in terms of gender equality.
 - › Another section of the report should also provide the study analysis in relation to the Key Action Points on the “ASEAN Enabling Masterplan 2025” in an effort to mainstreaming the Rights of Persons with Disabilities. This section should highlight policies recommendations that encourage the inclusivity of persons with disabilities to remove obstacles of employment and business opportunity. Encourage the development of accessible financial access and modes of conducting economic transactions, enhancing financial literacy and consumer protection.
 - › The above two section should be discussed and consulted with relevant CSOs/DPOs in the region and other stakeholders.
- › (Virtual) National Consultation with each of the ASEAN Member States.
- › A monitoring and evaluation framework and plan, with due consideration for gender equality, disability, and social inclusion, as well as mainstreaming the Rights of Persons with Disabilities.
- › Share interim insights on customer impact based on updated surveys with end-borrowers by leveraging data collected for the 2023 report and beyond.

- 3. Final Report of the study** – The final report will provide a holistic view including supply-side perspectives, particularly with regard to Financial Service Providers (FSPs), as well as provide an updated view on customer impact based on additional data:
 - › Share insights on supply side factors through FSP data collection, including enterprise survey data and loan book level information and analytics where possible
 - › The enterprise survey will seek to obtain insights on products and services, customer segments, impact integration, financial and business performance, and digitalisation levels.
 - › The loan book analysis will complement customer insights with information on loan tenures, ticket sizes, default rates, loan book reach, and overall loan book impact
 - › Provide updated customer impact insights with a larger dataset of end-borrowers for individuals and potentially for MSMEs across ASEAN.
 - › Recommendations related to ASEAN Gender Mainstreaming and ASEAN Enabling Masterplan on mainstreaming the Rights of Persons with Disabilities.
- 4. Two (2) Regional Workshop Reports**, with the first Regional Workshop capturing discussions and insights from a regional workshop that will bring together various stakeholders within ASEAN and beyond to discuss the draft Interim Reports and findings; and with the second Regional Workshop discussing the insights from the final report.
- 5. Communication Strategies and Products**, including but not limited to promotional video series, presentation decks, placemats, briefings, media and social media content, for the Financial Inclusion Impact Outcomes Study.
- 6. Project Completion Report**, which would highlight completed activities and outputs, assess project implementation and management, capture learning from the project, and provide ideas for follow-on projects, if any.

IV. Tasks and Activities

The following outputs and activities will need to be undertaken to achieve the outputs and deliverables presented above. The bidder should provide details on its approach to each activity in its bid and is free to recommend additional activities.

The activities to be performed are as follows:

- 1. Study Conceptualization and Stakeholder Engagement:** This lays the foundation for each phase of the proposed study. Engaging with policy makers, regulators, and central banks (potentially also associations), FSPs, and investors at this stage ensures that the study's goals, objectives, and methodology are well-defined and aligned with the needs and expectations of key stakeholders. This early engagement fosters collaboration and buy-in from important parties, increasing the study's credibility and relevance.
- 2. Survey Conceptualisation and Implementation, and Stakeholder Engagement:** Survey conceptualisation is critical for gathering accurate and relevant data. Engaging a Regional Research Coordinator and local survey

partners in the survey design process ensures that the questions align with their interests and needs, making the data collected more valuable and actionable. This engagement also promotes transparency and trust among stakeholders, enhancing the study's effectiveness.

3. **Interviews and Loan Book Reviews:** As found in the previous study, engaging stakeholders (as mentioned in Section 2 for this study) for the proposed study ensures that their perspectives, challenges, and opportunities are well-represented in the study. This engagement not only enriches the study with firsthand knowledge but also builds relationships and trust with key industry players. Loan book reviews help uncover disparities and trends, shedding light on areas where financial services may be falling short. The engagement of stakeholders ensures that the review process considers the concerns and needs of those being served or underserved by FSPs.
4. **Synthesis and Report Writing:** The synthesis and report writing phase is where the study's findings and insights are transformed into actionable recommendations. Stakeholder input at this stage helps ensure that insights are well-informed and actionable. It allows for the alignment of proposed actions with the needs and expectations of the stakeholders, increasing the likelihood of successful implementation.

PLANNED ACTIVITIES

Deliverable	Activity/ Task	Indicative Person Working Week*	Indicative Completion Date	Responsible Entity
Inception Report	Kick Off Meeting/Inception meeting to present methodology, validate scope, and timelines	4 weeks	1 week after the signing of a Special Services Agreement between ASEAN and the contractor	Contractor, ASEC FID, Aus4ASEAN Futures
	Drafting Inception Report which will include: <ul style="list-style-type: none"> • Project approach • Methodology • Detailed work plan • Timeline • Implementation arrangements • Risk management • Project team staffing 		Week 3	Contractor with inputs from ASEC FID
	Submission of Inception Report to ASEC (in coordination with sectoral body)		Week 4	Contractor, ASEC FID
Approval of the Inception Report by ASEAN				
	Qualitative Interviews with policy makers, regulator, credit bureaus, central banks, industry associations, FSPs and investors	28 weeks	Q2 2025	Contractor
	Survey conceptualisation, primary data collection for population surveys, Data analyses and Insights	32 weeks	Q2 2025	Contractor
	Conduct national consultations to gather insights from each AMS	1 week	Q2 2025	Contractor

National Consultation Report	Submit national consultation report capturing the discussions and insights from the national consultation	2 weeks	Q2 2025	Contractor
	Synthesis and report writing, stakeholder engagements and input as well as revisions	16 weeks	Q3 2025	Contractor and ASEC FID
	Conduct 1 st Regional Workshop	1 week	Q3 2025	Contractor
Regional Workshop Report 1	Submit Regional Workshop Report 1 to ASEC	2 weeks	Q3 2025	Contractor
Interim Report	Submission of Interim Report to ASEC	3 weeks	Q3 2025	Contractor
Approval of the Interim Report by ASEAN				
	Qualitative Interviews with policy makers, regulator, credit bureau, central banks, industry associations, FSPs and investors (building on Interim Report)	28 weeks	Q1 2026	Contractor
	Selection of enterprise analytics partner			Contractor
	Financial services provider recruitment, survey and loan template, enterprise survey and loan book data collection, data analyses and insights	36 weeks	Q1 2026	Contractor
	Customer impact survey recruitment: survey conceptualisation, primary data collection for surveys on customer impact, data analyses and insights	32 weeks	Q1 2026	Contractor
Regional Workshop Report 2	Prepare a report capturing discussions and insights from the regional workshop	1 week	Q3 2026	Contractor
	Synthesis and report writing, stakeholder engagements and input as well as revisions	16 weeks	Q4 2026	Contractor
Approval of the Regional Workshop Report by ASEAN				
Final Report	Finalisation of the report with inputs from national consultation and regional workshops and circulation to ASEAN sectoral body for endorsement.	4 weeks	Q4 2026	Contractor

Approval of the Final Report by ASEAN				
Project Completion Report	Prepare project completion report and submit to ASEC, including making necessary revisions to incorporate inputs from relevant stakeholders	3 weeks	Q4 2026	Contractor
Approval of the Project Completion Report by ASEAN/ASEC				

* The number of person work days is intended to indicate the amount of relative effort required to deliver the corresponding outputs/deliverables. The calculation assumes of five (5) person days per week. The actual time will be agreed upon in negotiation with the successful bidder.

* Indicative Person working weeks may be overlapping with other activities. For further details please refer to Section 3 (Outputs and Deliverables).

V. Project Management

The project will be funded through the Aus4ASEAN Futures Initiative (Economic & Connectivity – ECON) and managed by the Finance Integration Division of the ASEAN Secretariat. The Implementing Agency should be responsible for achieving the outputs and deliverables, including organising and conducting the scheduled activities, in close consultation and collaboration with host country and the ASEAN Secretariat.

All reports will be submitted based on Australia for ASEAN Futures (Aus4ASEAN Futures) Guidelines for Contractors in draft format to the Finance Integration Division (with a copy to Aus4ASEAN Futures) and, following ASEC approval, in final form. All outputs and reports must be suitable for publication, although the decision on publication lies with the ASEAN.

The contractor will also provide regular (weekly, bi-monthly, or as agreed with ASEC) summation of activities undertaken and issues that have arisen. These will be submitted to the Finance Integration Division and Aus4ASEAN Futures via email.

Financial reports will be submitted at invoicing in line with a payment schedule to be specified in the Special Services Agreement.

VI. Scope of Services

The consultancy will be undertaken over a **continuous effective period of 18 calendar months** with approximately **72 person working weeks/360 person working days** of various professional services. Work will need to commence immediately after contract signing.

VII. Qualifications

- › In-depth and comprehensive understanding of ASEAN developments and issues, particularly on ASEAN Financial Inclusion policies and strategy, as well as the related trends/megatrends, challenges/gaps, and developments.
- › Proven track record of successful projects in policy and strategic planning as well as monitoring and evaluation of strategies, result frameworks, and programmes at regional and national levels within the ASEAN region and/or similar international contexts.
- › Strong capacity in data collection and analysis, as well as excellent report writing and presentation skills, with the ability to convey complex information clearly and effectively to diverse audiences. Solid experience in collecting, processing, and analysing granular, multi-level, and multi-sectoral data covering customers, financial service providers, ecosystem enablers, and industry associations within and across ASEAN countries is a distinct advantage.
- › Demonstrated sound project management skills and ability to deliver satisfactory results in a short timeframe, with evidence of delivering complex projects on time with parallel components/activities.

- › Proven experience in multilateral, cross-sectoral stakeholder engagement and communications, including demonstrated facilitation skills for strategic planning discussions/workshops.
- › Demonstrated capabilities, experience, and available resources in mainstreaming cross-cutting issues, such as climate change and gender equality, disability, and social inclusion, in the ASEAN region and/or similar international contexts.
- › Familiarity with the ASEAN structure and implementation arrangements for various ASEAN blueprints/strategic plans/action plans under various ASEAN Community pillars is a distinct advantage. Previous working engagement (i.e. has co-produced reports, policy dialogues) with the ASEAN Working Committee on Financial Inclusion (WC-FINC) is highly ideal.
- › Excellent written and communication skills for building rapport, facilitating participation and effective presentation of results especially during stakeholder consultation and regional workshop.
- › A thorough understanding of and experience working on ASEAN and/or Aus4ASEAN Futures procedures will be considered an added value.

VIII. Bidding

Interested firms or organisation are invited to submit a proposal in response to these Terms of Reference. This proposal should be divided into two parts: **Technical** and **Financial components**; and submitted in two separate emails.

The **Technical component** should present the following information:

- › A brief discussion indicating the tenderer's understanding of the needs of the project.
- › A brief analysis of key issues.
- › A methodological discussion of how the tenderer proposes to address those needs including assessment of key issues, analytical strategies that will underlie the project, specific techniques to be utilised, and practical discussion of possible limitations in carrying out the project.
- › A detailed work plan that specifies activities to be undertaken, expected outputs and deliverables, resources to be utilised and timing.
- › Staffing and management plan.
- › A discussion on how measures will be taken to ensure the future sustainability of the outcomes of the project.
- › Cover Letter for Technical Proposal (see **Form A** annexed to this document).
- › Tenderer Information and Completed Tenderer Registration Form (see **Form B** of this document), including a set of the following documents if applicable: company profile; business name registration issued by an appropriate government agency; authority of signatory; valid business permit and other appropriate licenses; taxpayer identification number; latest audited financial statements.
- › Joint Venture/Consortium/Association Information (only if the proposal is submitted as such) – see **Form C** of this document.

- › Tenderer Declaration (see **Form D** of this document).
- › Tenderers should use the Technical Proposal Format (see **Form E** annexed to this document). Examples of previous work and a list of referees should be included in the Technical Proposal.
- › CVs of all proposed experts (see **Form F** of this document).

The Technical Proposal shall not include any price or financial information. A technical proposal containing material with financial information may be declared non-responsive.

The **Financial Proposal** should specifically include:

1. Cover Letter for Financial Proposal (see **Form G** annexed to this document).
2. Professional fees of expert(s).
3. Management and/or operational fees (if any), which include all costs incurred by the person/entity/company for internal coordination, communication, travel, and any other associated project management costs.
4. Applicable taxes such as value-added tax (VAT), good and services tax (GST), Pajak Pertambahan Nilai (PPN), and income tax. The total amount quoted in the financial component must include all applicable taxes. Additional amounts not specified in the financial component will not be included in the contract. See Section XI point 5 for an additional note on tax liability.
5. Tenderers should use the Financial Proposal Format (see Form H of this document).

The quoted price in the Financial Proposal shall only be in US dollars.

Activity costs for experts and participants, such as reimbursable expenses for airfare, other travel costs, and daily subsistence allowance for workshops, meetings, and all other agreed activities, do not need to be included in the Financial Component. These items will be discussed with the preferred contractor during the finalisation of the scope of services. Costs will be based on prevailing ASEC rates.

The proposal should be valid for at least one hundred eighty (180) days starting on the closing date of this tender announcement.

All documents submitted shall be in English. Otherwise, it will not be considered.

IX. Submission of Bid

Tenderers shall send their Technical Proposal and Financial Proposal via two separate emails, attaching the respective cover letters and materials specified in Section VIII above and other supporting documents to tender@aus4aseanfutures.org, aus4aseanfutures@asean.org no later than **16 August 2024 at 23:59 Jakarta time (GMT +7)**. Large documents (>5MB) can be submitted in parts through several emails. **Late submissions will be disqualified.**

Tenderers shall use the following email subjects when separately submitting their technical and financial proposals:

- › Technical Proposal_"Project Shorten Name"_Name of Vendor
- › Financial Proposal_"Project Shorten Name"_Name of Vendor

For Frequently Asked Questions (FAQ), please visit <https://www.aus4aseanfutures.org/tender-frequently-asked-question/>.

Any queries on the TOR should be sent by email to query@aus4aseanfutures.org before **14 August 2024**. Please use the subject line: "**Query – Financial Inclusion Impact Outcomes in Southeast Asia Study**"

Response to received queries will be published at Aus4ASEAN Futures' website. No individual responses or replies will be provided for queries. Please check the page regularly for updates.

X. Additional Notes on Terms and Conditions of the Project

1. Any future studies/reports/analysis in any form of intellectual property rights (including but not limited to patents, copyright, and any related rights) submitted by the Contractor to ASEAN arising out of or in connection to the services performed by the Contractor to ASEAN shall belong to ASEC under the name of **ASEAN** only.
2. Successful tenderers shall agree to be bound and sign the Special Services Agreement (SSA) with all requirements under the terms and conditions provided therein, including but not limited to the Australia for ASEAN Futures Guidelines for the Contractors attached to the SSA.
3. SSA can only be signed with the registered tenderers as stated in Form A (see Annex). It is not possible for other entities or subsidiaries of the registered tenderers to sign the SSA on behalf of the registered tenderer.
4. Tenderers shall not initiate or engage in any work under this project before the SSA is duly signed.
5. As an intergovernmental organisation, ASEAN shall not be responsible for any tax(es), levy, tax claim, or any tax liability that may be imposed by any law in relation to any amount payable by the ASEAN Secretariat. This means that the ASEAN Secretariat has no tax identification, is tax-exempt (including withholding tax) and is a non-tax withholding entity. ASEAN Secretariat will provide proof of tax-exemption status to the contractor, as needed.

PROPOSAL FORMS

Form A. Cover Letter for Technical Proposal

Form B. Tenderer Information

Form C. Joint Venture/ Consortium/ Association Information

Form D. Tenderer's Declaration

Form E. Technical Proposal (of up to 50 pages on an A4-sized page)

Form F. Specified Personnel's Curriculum Vitae (of up to four pages for each CV)

Form G. Cover Letter for Financial Proposal

Form H. Financial Proposal

PROPOSAL CHECKLIST FOR THE COMPLETENESS OF DOCUMENTS SUBMITTED

Checklists must be used to ensure that all tender documentation has been provided. Checklists must be included in both emails of proposals.

Technical Proposal

No	Description	Checklist
1	Proposals are submitted in two separate emails (softcopy)	
2	Title of the tender shall be put in each email as follows: > Technical Proposal_Title of Tender_Name of Vendor > Financial Proposal_Title of Tender_Name of Vendor	
3	Technical Proposal:	
	> Form A. Cover Letter for Technical Proposal	
	> Form B. Tenderer Information and other supporting documents, such as:	
	<ul style="list-style-type: none"> o Scanned Copy of Company Legal Documents (if applicable), i.e. <ul style="list-style-type: none"> ▪ Business Name Registration (Trade Register) ▪ Valid Business Permit ▪ Tax Identification Number ▪ Latest audited financial statements (for the company) 	
	> Company Profile	
	> Authority of signatory	
	> Form C. Joint Venture/ Consortium/ Association Information (if applicable) <i>*In the case of Joint Venture (JV), the letter of intent to form a legally enforceable JV, including a draft agreement or JV agreement (see Form C)</i>	
	> Form D. Tenderer's Declaration	
	> Form E. Technical Proposal (of up to 50 pages on an A4-sized page, including a list of references)	
	> Form F. Specified Personnel's CV (with each CV up to four pages)	
4	Financial Proposal:	
	> Form G. Cover Letter for Financial Proposal	
	> Form H. Financial Proposal:	
	<ul style="list-style-type: none"> o Bid Amount o Payment Schedules 	

Form A: Cover Letter for Technical Proposal

[On company letterhead]

[Location, Date]

To:
Procurement Team
Australia for ASEAN Futures Initiative
ASEAN Secretariat
Jl. Sisingamangaraja 70a, Jakarta Selatan
Indonesia 12110

Dear Sir/ Madam,

We, the undersigned, offer to provide the Services for *(Insert RFP Title)* dated *(Insert Date)*. We are hereby submitting our proposal, which includes this Technical Proposal, and a Financial Proposal sent in a separate password-protected file through electronic submission.

Our proposal shall be valid and remain binding upon us for the period of time specified in the RFP Documents and subject to the modifications resulting from Contract negotiations. We acknowledge and accept your right to inspect and audit all records relating to our proposal irrespective of whether we enter into a contract with ASEAN as a result of this proposal or not.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorised Signature
Name and Title of Signatory:
Date:
Name of Firm:
Address:
(Stamp with the official stamp of the Tenderer)

Form B: Tenderer Information

Tenderer's legal name	
In the case of a Joint Venture, Consortium, or Association - The legal name of each party	
Tenderer's type of organisation	<i>(For example, sole trader / public limited company/ private company)</i>
Tenderer's Country of Registration, Constitution, or Incorporation	
Tenderer's Year of Registration, Constitution, or Incorporation	
Tenderer's legal address in the Country of Registration, Constitution, or Incorporation	
Registration no./Deed of organisation: (if applicable)	
Tenderer's authorised representative information:	Name: Address: Telephone: Email Address:
Organisation chart	Attach the organisation chart to this form as an option.
List of management names and position	

Please attach:

- › Articles of Incorporation or Registration of the designated firm and information on its capital structure (Trade Register).
- › In the case of a Joint Venture (JV), the letter of intent to form a legally enforceable JV, including a draft agreement or JV agreement (see Form C).
- › Organisation chart of the company and list of current staff
- › Latest audited financial statements (if applicable)

Form C: Joint Venture/ Consortium/ Association Information (if applicable)

Name of Tenderer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
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This is to be completed and returned with your proposal if the proposal is submitted as a Joint Venture/ Consortium/ Association (JVCA).

No	Name of Partner and contact information (address, telephone numbers, fax numbers, email address)	Proposed proportion of responsibilities (in %) and type of services to be performed
1	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.
3	Click or tap here to enter text.	Click or tap here to enter text.

Name of leading partner (With authority to bind the JVCA during the RFP process and, in the event a Contract is awarded, during contract execution)	Click or tap here to enter text.
---	----------------------------------

We have attached a copy of the below-referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

- Letter of intent to form a JVCAOR JVCA agreement.

We hereby confirm that if the contract is awarded, all parties of the JVCA shall be jointly and severally liable to _____ for the fulfilment of the provisions of the contract.

Name of partner: _____ Signature _____ Date: _____	Name of partner: _____ Signature _____ Date: _____
Name of partner: _____ Signature _____ Date: _____	Name of partner: _____ Signature _____ Date: _____

Form D: Tenderer’s Declaration

Name of Tenderer	Click or tap here to enter text.	Date	Click or tap to enter a date.
-------------------------	----------------------------------	-------------	-------------------------------

On behalf of our firm, its affiliates, subsidiaries and employees, including any JV / Consortium / Association (JVCA) members or subcontractors or suppliers for any part of the contract.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFP. I/We confirm that the Tenderer has the necessary capacity, capability and necessary licenses to fully meet or exceed the requirements and will be available to deliver throughout the relevant contract period.
<input type="checkbox"/>	<input type="checkbox"/>	Ethics: In submitting this proposal, I/we warrant that the Tenderer has not entered into any improper, illegal, collusive or anti-competitive arrangements with any competitor; has not directly or indirectly approached any representative of ASEAN Entities, ASEAN Secretariat, Aus4ASEAN Futures (other than the point of contact) to lobby or solicit information in relation to the RFP; has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to not engage in proscribed practices, or any other unethical practice, with the ASEAN Secretariat or any other party and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the ASEAN Secretariat and the Australian Government.
<input type="checkbox"/>	<input type="checkbox"/>	Child Protection and the Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH): I/We confirm that we have read DFAT policies on child protection http://dfat.gov.au/about-us/publications/Pages/child-protection-policy.aspx and Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) https://www.dfat.gov.au/international-relations/themes/preventing-sexual-exploitation-abuse-and-harassment/Pages/default and will adhere to them.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: I/We warrant that the Tenderer has no actual, potential or perceived conflict of Interest in submitting this proposal or entering into a contract to deliver the requirements. Where a conflict of interest arises during the RFP process, the Tenderer will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	Collusive Tendering: I/We declare that our firm, its affiliates or subsidiaries or employees, including any JVCA members or subcontractors or suppliers for any part of the contract, have no knowledge of the technical or financial tender of any other tenderer when they submit their tender. We also declare that we have not and will not

Yes	No	
		disclose any of the details of our tender submission to any other person or organisation prior to the closing date for the RFP.
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions, Sanctions: I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JVCA members or subcontractors or suppliers for any part of the contract not on any list of sanctioned parties issued by any Australian Government institution, World Bank, ASEAN Development Bank, UN agencies, European Union and others, and not blacklisted by any local/ international organisation, Government/ semi-government department, NGO or any other company/ organisation.
<input type="checkbox"/>	<input type="checkbox"/>	I/We do not employ, or anticipate employing, any person(s) who is, or has been convicted for an offence concerning professional conduct or guilty of grave professional misconduct (proven by any means which the contracting authorities can justify) or have been convicted of an offence of, or relating to bribery of a public official, nor are they subject to any proceedings which could lead to such a conviction.
<input type="checkbox"/>	<input type="checkbox"/>	Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against us that could impair our operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	Proposal Validity Period: I/We confirm that this proposal, including the price, remains open for acceptance for the proposal validity period.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognise that you are not bound to accept any proposal you receive.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organisation/s to make this declaration on its/their behalf.

Authorised Signature

Name and Title of Signatory:

Date:

Name of Firm:

Address:

(Stamp with the official stamp of the Tenderer)

Form E: Technical Proposal

Consultant's general information - to be submitted together in the Technical Proposal

Name of Assignment**Tenderer's Organisation or Person****Address****Contact Person and Title/Position****Email****Telephone****Mobile Phone****Business Name Registration****Tax Registration Number****Indicate the number of years involved in similar business/work****Date****I. Consultant's Organisation and Experience****1.1. Organisational capability**

Outline general organisational capability that is likely to affect the performance of the TOR, such as size of the organisation, in-house expertise, strength of project management support, networks, etc.

1.2. Relevant experience

Include a description of past and present experiences and relationships that have a direct relationship to the performance of the TOR. Include relevant collaborative efforts in which the organisation may have participated. Detail any specialised knowledge that may be applied to the performance of the TOR. Include experience working with the ASEAN Member States and/or the ASEAN Secretariat.

1.3. Quality assurance procedures

Describe the potential risks for the performance of the TOR that may impact the achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks. Provide certificate (s) for accreditation of processes and policies, e.g., ISO.

1.4. Extent to which the work will be subcontracted.

Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors. Special attention should be given to providing a clear picture of the roles, responsibilities, reporting lines, and accountability.

1.5. Customer/Previous Work Reference

Please list references of three (3) clients/ customers for whom the Tenderer has provided similar service.

Customer/Previous Work Details	
Company name	
Company address	
Telephone number	
Contact person and Position/Title	
Email address	
Project title and brief description	

Customer/Previous Work Details	
Company name	
Company address	
Telephone number	
Contact person and Position/Title	
Email address	
Project title and brief description	

Customer/Previous Work Details	
Company name	
Company address	
Telephone number	
Contact person and Position/Title	
Email address	
Project title and brief description	

II. Comments and/or Suggestions on the Terms of Reference

Please feel free to present and justify any modifications to the Terms of Reference your firm/organisation would like to propose in order to perform the assignment more effectively. If there are such suggestions, they should be incorporated into your proposal.

III. Description of Approach and Methodology

Provide a description of the organisation's approach, methodology, and timeline for how the organisation will achieve the TOR, including:

- › The assessment criteria the Assessment will use, the questions the Assessment should answer, and how the criteria and questions relate. These will include any additional issues identified by the assessor with regard to those mentioned in the ToR.
- › For each criterion, methods of collecting data/information and specific sources of data.
- › If appropriate to the Assessment, the proposed criteria for sampling and rational, and the proposed sample.
- › Describe in detail the ways data will be collected, including instruments.

IV. Work Plan

A work plan for data collection, analysis, reporting, and their milestones. **The timelines mentioned in the ToR may be confirmed.** Please detail the proposed quality assurance method, including who will do the quality assurance for the products of the Assessment and which instrument will be linked (e.g., Assessment proposal, inception report, data collected and analysed, draft report). It should also include a description of how comments and corrections received from main stakeholders will be handled. Please provide a brief description of each team member and a statement of how team members complement each other to meet the knowledge and skills needs of the assignment.

V. Quality Assurance

Please detail the proposed quality assurance method, including who will do the quality assurance for the products of the Assessment and which instrument will be linked (e.g., Assessment proposal, inception report, data collected and analysed, draft report). It should also include a description of how comments and corrections received from main stakeholders will be handled.

VI. Team Composition and Task Assignments

Please provide a brief description of each team member and a statement of how team members complement each other to meet the knowledge and skills needs of the assignment. Additionally, please provide the information requested in the table below.

VII. Work Schedule and Planning

No	Deliverables ¹	Months												
		1	2	3	4	5	6	7	8	9	n	TOTAL	
D-1	{e.g., Deliverable #1: Report A													
	1) data collection													
	2) drafting													
	3) inception report													
	4) incorporating comments													
	5) delivery of the final report to ASEAN through ASEC}													
D-2	{e.g., Deliverable #2:.....}													

1. List the deliverables with the breakdown for activities required to produce them and other benchmarks such as ASEAN’s approvals. For phased assignments, indicate the activities, delivery of reports, and benchmarks separately for each phase.
2. The duration of activities shall be indicated in the form of a bar chart.
3. Include a legend, if necessary, to help read the chart.

VIII. Team Composition, Assignment, and Inputs

No.	Name	Expert's input in person weeks for each deliverable							Total time-input (in person week)		
		Position		D1	D2	D3	D4	D5	Home	Field	Total
Key Experts											
1.	Mr/Ms. Example	Team Leader	Home	2.0 w	0.5 w	1.0 w	1.0 w	0.5 w	5 weeks	7 weeks	12 weeks
			Field	3.0 w	1.0 w	1.0 w	1.0 w	1.0 w			
2.											
3.											
Sub Total											
Non-Key Experts											
1.			Home								
			Field								
2.											
3.											
Sub Total (days)											
Total (days)											

1. For Key Experts, the input should be indicated individually for the same positions as required.
2. Weeks are counted from the start of the assignment/mobilisation. One (1) week equals five (5) working (billable) days. One working (billable) day shall be not less than eight (8) working (billable) hours.
3. "Home" means work in an office in the expert's country of residence.
"Field" work means work carried out in any other country outside the expert's country of residence.

Form F. Specified Personnel's Curriculum Vitae

CURRICULUM VITAE (CV)

Position Title	{e.g., TEAM LEADER}
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	

Education:

List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained

Employment record relevant to the assignment:

Starting with the present position, list in reverse order. Please provide dates, the name of the employing organization, the titles of positions held, the types of activities performed, the location of the assignment, and the contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.

Period	Employing organization and your title/position. Contact information for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]	[e.g., Ministry of, advisor/consultant to... For references: Tel...../e-mail.....; Mr. Hbbbbb, deputy minister]		

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work):

Adequacy for the Assignment:

Detailed Tasks Assigned on Consultant's Team of Experts: <i>List all deliverables/tasks in which the Expert will be involved</i>	Reference to Prior Work/Assignments that Best Illustrate Capability to Handle the Assigned Tasks

Expert's contact information: (e-mail, phone.....)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by ASEAN.

Name of Expert
Date

Signature

Name of authorized
Date
Representative of the Consultant
(the same who signs the Proposal)

Signature

Form G: Cover Letter for Financial Proposal [On company letterhead]

[Location, Date]

To:
Procurement Team
Australia for ASEAN Futures Initiative
ASEAN Secretariat
Jl. Sisingamangaraja 70a, Jakarta Selatan
Indonesia 12110

Dear Sir/ Madam,

We, the undersigned, offer to provide the Services for *(Insert RFP Title)* dated *(Insert Date)*. We are hereby submitting our proposal, which includes a Technical Proposal sent in a separate file, and this Financial Proposal through electronic submission. The password for this financial proposal (****)

Our attached Financial Proposal is for the sum of *[Insert amount in words and figures]*.

Our proposal shall be valid and remain binding upon us for the period of time specified in the RFP Documents and subject to the modifications resulting from Contract negotiations. We confirm that the amount stated above is inclusive of GST/ VAT and other applicable taxes. We acknowledge and accept your right to inspect and audit all records relating to our proposal irrespective of whether we enter into a contract with ASEAN as a result of this proposal or not.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorised Signature
Name and Title of Signatory:
Date:
Name of Firm:
Address:
(Stamp with an official stamp of the Tenderer)

Form H: Financial Proposal

I. Cost Breakdown by Professional Fee

#	Team Member	Role in project	Daily Rate	# of days	Total professional fees
1	Name 1				
2	Name 2				
3	Name 3				
4	...				
A	Total Professional Fees				
#	Other Expenses (if applicable)	Description	Item Cost	# of items	Total Other Expenses
1	Name 1				
2	Name 2				
3	Name 3				
4	...				
B	Total Other Expenses				
	GRAND TOTAL (A+B)				

II. Cost Breakdown by Deliverables

#	Deliverable	Description	# of days	Total professional Fees	Total Other Expenses	Total Cost
1	Deliverable 1					
2	Deliverable 2					
3	Deliverable 3					
4	...					
	GRAND TOTAL					

Tenderers may include the Payment Schedule in the Financial Proposal.

III. Additional Notes (if any)