



PROCUREMENT & SUPPORT SERVICES

FREQUENTLY ASKED QUESTIONS

SN	QUESTION	ANSWER
	<i>Major Contracts</i>	
1	Do I have to register as a contractor before doing business with the Central Bank of Nigeria (CBN)?	No. In line with the Public Procurement Act 2007, you do not have to register before doing business with the Bank.
2	How do I get to know about business opportunities in the CBN?	The CBN is a Public Institution and as such procurements for works, good and services are advertised in National Newspapers, Procurement Journals and CBN Website in line with the Public Procurement Act 2007.
3	What is the mode of payment for purchasing the bidding document?	Payment should be made in Bank draft in favour of the CBN.
4	Is the payment of Bank Draft refundable?	No.
5	What does Bank reference letter entails?	It entails a letter of credibility, financial capability and commitment from your Bank to be able to execute the project.
6	What are the mandatory documents expected to be submitted for bid process?	The documents to be submitted depends on the project; however the following are generic and mandatory: <ul style="list-style-type: none">- Certified True Copy of the company's Certificate of Incorporation- Copy of Memorandum & Articles of Association- Evidence of Tax payment for the last three (3) years- Audited statement of account

		<ul style="list-style-type: none"> - Evidence of remittance Training Contributions to the Industrial Training Fund (ITF) - Evidence of registration with Financial Reporting Council - Certificate of compliance issued by PENCON - Letter of reference from the Bank - Company profile
7	Can a foreign company do business with the CBN?	Yes, provided they have a local partner and the lead company is expected to provide their incorporation certificate based on the authority of the foreign country.
8	Can I know my performance on the evaluated expression of interest?	Yes, based on formal request.
	<i>Project Planning and Implementation</i>	
1	How are projects conceptualized?	Based on needs.
2	What are the payment processes for work executed?	Submit payment request with invoices and or confirmation of works by consultants/supervisors.
3	Why Intervention projects?	To support the FGN Vision 2020, the Bank's Corporate Social Responsibilities and Developmental functions of the CBN.
4	How are beneficiary institutions of intervention projects selected?	Geo-politically selected in line with the CBN physical intervention program.
5	How can I participate in CBN projects?	The CBN is a Public Institution and as such procurement for works and good are in line with the Public Procurement Act 2007; hence the Bank advertise in National Newspapers, Procurement Journals and CBN Website.
	<i>Cost Control</i>	
1	How do I submit an invoice?	All invoices should be addressed to the Director, Procurement and Support Services Department, Central Bank of Nigeria, Abuja with appropriate supporting documents.

2	How long does the payment process take?	Invoices submitted to the Bank are usually honoured within 20-60 working days.
3	How much Advance Payment Can I access from the Bank?	A maximum of 15% of the contract sum can be accessed, in line with the PPA, 2007.
4	What key documents are required for obtaining "Advance Payment" on projects?	Advance Guarantee and Performance Guarantee (from Commercial Banks), and list of materials to be covered by Advance.
	<i>Facilities Management</i>	
1	What is Facilities Management?	Facilities Management is the process where the premises, equipment & services required to support the core functions of the Bank business are identified, defined and maintained.
2	What are the service areas of Facilities Management?	Facilities Management basically has three (3) service areas: <ul style="list-style-type: none"> ➤ Engineering Services ➤ Environmental Services ➤ Building Maintenance Services
3	What is Total Facilities Management?	Total Facilities Management is the provision of non-core facilities Services to an organization and as such is virtually synonymous with Business Process Outsourcing (BPO). The Total Facilities Management model in CBN entails outsourcing management of all facilities to one Facilities Manager per branch/location.
4	What is the standard contract duration for Total Facilities Management services in CBN?	The standard duration for Total Facilities Management services in the Bank is three (3) years.
5	What is Computer Aided Facilities Management?	A Computer Aided Facilities Management (CAFM) system is defined as any combination of Computer Aided System and/or database software designed specifically for Facilities Management.
	<i>Procurement Services</i>	

1	What is Centre-led procurement?	A procurement method whereby the purchase of goods and services are coordinated and regulated from one point of control.
2	What is the benefit of Centre-led procurement?	For quality and standardized products direct from the manufactures at lower cost to the Bank.
3	How do we comply with Centre-led policy of the Bank?	By making your requisition online and getting your request from Central store.
4	Do I have to come to Abuja to get my supplies	No, your request can be approved online and your items delivered at your Branch.
5	How do we avoid incurring encumbrances in our stationary vote?	By making sure you make a complete requisition and approval.
6	Is it possible to move items from one Branch to another?	Yes, items in need can be moved from one store to the other both in the system and physical.
	<i>Invoice Processing</i>	
1	My payment is delayed. What do I do?	Your payments can never be delayed. If it is, it could be as a result of inadequate documentation/requirement. Get in touch with the Strategic Business Unit that awarded the job/contract.
2	What are the mandatory requirements (documents) to be presented for payment?	Original copy of Supplier Invoice Bank Account details confirmed by the Bank Copy of Award letter/SLA Certificate of job completion
3	How do I know when my payment is made?	In line with the Cash-less policy of the Bank, all payments for works executed are made through the e-payment and will be alerted by your Bank accordingly.
4	How do I obtain my receipts for Tax deduction?	Liaise with the Supplier payment Office of Finance Department being the custodian of the Tax receipt from FIRS.
5	How do I obtain payment domiciliation on request?	Forward the request for payment domiciliation to Head, Invoice Processing Office of the Bank with the following documents:

		<ul style="list-style-type: none"> ➤ Letter of Award ➤ Confirmation of Bank details from the Bank to whom payment will be domiciled to <p>In addition, payment to another company other than Deposit Money Bank would require the following legal documents:</p> <ul style="list-style-type: none"> ➤ Power of Attorney ➤ Letter of indemnity
	<i>Courier & Communications Operations</i>	
1	Why did the Bank outsourced its Courier Operations?	To disengage from non-core functions of the Bank and reduce risk and cost of Courier operations.
2	How are courier vendors selected?	Through competitive bid process.
3	What is the Private Mail Bag of the CBN Head Office, Abuja?	P.M.B. 0187
4	What is Nigeria Zip Code?	00176-0000
5	What is Abuja Zip code or post code?	9000211
6	What is the dialing code to Nigeria	+234
	<i>Insurance Services</i>	
1	What are the Insurance Policies maintained by the CBN?	<ul style="list-style-type: none"> - Life (Group Life Insurance Policy) covers staff 24 hours irrespective of circumstance of death. - Non-life (General Business) covers all CBN assets nationwide including motors.
2	How are Insurance Companies/Brokers appointed?	Through competitive process.
3	How can I make claims when involved in an accident?	Under the Group Personal Accident (GPA) CBN Insurance Policy, claims are made to the Insurance Company through the Insurance Office of PSSD within a period of 14 days from the date of occurrence with the following documentations;

		<ul style="list-style-type: none"> - Completed Personal Accident Claim Form (Provided by the Lead, Insurance Company and can be obtained from the Insurance Office) - Doctor's report indicating % of disability suffered - Three (3) months' Pay slip preceding the accident - Claimant's report (Mandatory) - Police Report – where necessary - Itemized Medical Bill - Final Discharge certificate from the hospital - Original Excuse Duty (Sick leave issued by a Doctor) - Date employee assumed duty. <p>In the event of death, a death certificate signed by a certified medical doctor is mandatory forwarded to the Insurance Office through the Human Resources Department (HRD) by the deceased Next of Kin.</p>
4	Can a deceased CBN staff family/next of kin lodge Insurance claim?	In all cases, deceased family/next of kin are to notify the Insurance Office, PSSD through the HRD with a Certified death certificate and police investigation report in the case of death through accident.
5	Does the CBN Motor Insurance Policy cover both Bank and staff Vehicles?	The CBN Motor Insurance Policy provides covers for all Bank vehicles with Third (3 rd) Party Insurance Policy and only monetized (Executive) vehicles with Comprehensive Insurance Policy.
6	How can I obtain a Travel Health Insurance Policy?	Request should be made to the Head, Insurance Office, PSSD with copy of International Passport data page and Management approval of the trip.
	<u>Travels</u>	
1	What qualifies one to register as a Travel Agent with the CBN?	<p>Letter of Incorporation from CAC</p> <p>Certificate of membership of IATA</p> <p>Bank account details</p>
2	Does the CBN grant mobilization fund to execute travels job?	The Bank does not grant mobilization fee to any travel agency; hence the Bank deals with Agents financially capable.
3	Does the Bank extend protocol services	Protocol services are limited to the Governors, Board members, their spouses, Directors and Bank

	to all level of staff?	guests.
4	What cadres of staff are eligible for the issuance of Diplomatic Passport?	Only the Governor of the Bank is eligible to hold a Diplomat Passport.
5	What are the requirements of obtaining a Schengen Visa?	<p>An applicant must have a valid International Passport;</p> <ul style="list-style-type: none"> - Health Insurance - Letter of Invitation - Bank Account statement stamped & signed by the Bank - Passport Photograph - Fill out the appropriate visa forms - Secure a visa interview appointment date