



TERMS OF REFERENCE (TOR)

FOR

**Provision of Money Transfer Services for Amref Health Africa in
South Sudan**

November 2022

1.0 BACKGROUND INFORMATION

Founded in 1957, Amref Health Africa is now the largest African-based international health development organisation implementing more than 140 programs that reach over 12 million people across 35 African countries. Headquartered in Nairobi, Kenya, Amref has country offices in South Sudan, Ethiopia, Kenya, Malawi, Tanzania, Senegal, Guinea, Uganda, Malawi, South Africa and Zambia; and an additional eleven advocacy and fundraising offices in Europe and North America. Amref's vision is "lasting health change in Africa."

Amref Health Africa in South Sudan was established in 1972 and works with the government of the Republic of South Sudan through relevant ministries, states and departments, communities and partners to strengthen health systems, including community health systems and increasing sustainable health access in South Sudan.

2.0 Purpose

Amref in South Sudan is desirous of engaging the services of a money transfer agent to deliver the cash to our various implementation sites in South Sudan – currently in Juba, Wau, Yambio, Ibba, Torit, Maridi, Yei, Aweil, Kapoeta, Pibor, Bor South, Uror, Nyiror, Ayod, Pochala and Fangak among others.

3.0 Scope of work

The specific tasks to the agent will include and notwithstanding;

1. Receive, take note of and implement clear cash delivery & payment instructions from Amref;
2. Securely deliver cash in the indicated currency to Amref's implementation sites as instructed;
3. Provide an accountability report to Amref when such cash deliveries have been done;
4. Notify Amref in good reasonable time when the agent is not able to meet or deliver cash or is otherwise unable to implement Amref's instructions;
5. Ensure adequate liquidity at all times sufficient to meet Amref's cash demand;
6. Take responsibility of all security and cash safety measures up to the cash delivery point;
7. Comply with the Service level agreement (turnaround times) as will be agreed by the 2 parties;
8. Ensure compliance with all local and any international regulations required of Money transfer Agents in the Republic of South Sudan;
9. Invoice Amref for a refund of cash delivered or payments made on behalf of Amref together with any commission as may be agreed by the 2 parties from time to time.

4.0 Approach

It is expected that the money transfer agent will maintain frequent and constant communication with Amref South Sudan in the discharge of its duties. It will be the agent's discretion to decide the most suitable, efficient and convenient means of transferring or transporting the cash to Amref's implementation sites, provided the elected means do not cause any undue delay to Amref's operations. Turnaround times will be clearly indicated in the Service level agreement to be signed by both parties.

6.0 Expected Profiles of the Agent

The agent should have the following qualifications and experience:

- i) Must be licensed/legally registered to offer money transfer services within the Republic of South Sudan. Please provide proof (copies of certificates, licenses, etc.)
- ii) At least five years' relevant experience as a Money/Cash transfer Agent in the Republic of South Sudan;
- iii) Must have qualified personnel within the Republic of South Sudan with the relevant training in the field of Finance, banking or other related field. Please provide staff profile

7.0 Role of Amref Health Africa in South Sudan

- (a) Issuance of clear cash delivery instructions and/or payment requests to the agent, duly signed by Amref's authorized representatives;
- (b) Provide in writing a list of its authorized signatories mandated to issue instructions to the Agent as well as the email address from which instructions will be issued and received.
- (c) Make reimbursements together with the agreed commission to the Agent within the agreed credit period upon successful payment to the intended beneficiaries.
- (d) Provide the agent with the necessary documents that may be required from time to time to obtain the regulatory, security and safety approvals from the government and related entities.

8.0 Submission of proposals

The proposals should be emailed to tender.ss@amref.org by 14 December 2022. At a minimum, the proposals shall include the following:

- i) Brief profile of the agent
- ii) Profile of key personnel working for the agent indicating their key qualifications and their period of service with the agent (please **do not** provide any CVs at this stage)

- iii) List of current and immediate former clients (not older than 2 years) (together with their email and telephone contacts) served by the Agent within the Republic of South Sudan.
- iv) Evidence that the agent is legally registered and duly licensed to operate as a money transfer agent in the Republic of South Sudan. Copy of the registration certificate and licenses must be provided as annexes to the proposal
- v) The financial proposal which shall include the proposed commission to be charged and the credit period the agent is willing and able to extend to Amref.