# BACKGROUND

The Danish Refugee Council assists refugees and internally displaced persons across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunity for a brighter future. We work in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. In cooperation with local communities, we strive for responsible and sustainable solutions. We work toward successful integration and – whenever possible – for the fulfillment of the wish to return home.

The Danish Refugee Council was founded in Denmark in 1956, and has since grown to become an international humanitarian organization with more than 7,000 staff and 8,000 volunteers. Our vision is a dignified life for all displaced.

All of our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency.

DRC has been operating in the EAGLE region for over a decade, running a combination of emergency, livelihood, protection and advocacy programmes.

# ABOUT THE EOI

Danish Refugee Council (DRC) seeks qualified financial service providers able to legally operate in Sudan. in 2024 until 2026, DRC may implement multiple projects requiring cash distributions in all States and Locality of in Sudan

* **Area of Coverage: South** Sudan
* **Period of Purchase agreement:** 2 Years (24 months)
* **Currency:** USD and SSP

# CONDITIONS FOR THE REQUIRED CASH TRANSFER SERVICES:

As presented in the RFP, DRC expects the FSPs applying to the RFP to adhere and consider the following Contract Special Terms & Conditions for the required Cash Transfer Services:

1. The company should be a specialized and professional Financial Service Provider (FSP) with a very good past experience preferably with international humanitarian organizations.
2. The company shall be responsible to provide its offered services all over areas where DRC operates within South Sudan territory as quoted by them.
3. The FSP and its subcontractor/s should respect the distribution period. If the distribution is set between 8:00 am and 4:30 Pm, the FSP should not close its doors for any reason during the agreed distribution hours, including but not limited to lunch breaks.
4. The FSP should agree that beneficiaries are to be treated equally and respectfully same as his regular customers.
5. It’s the FSP job to provide un-armed/non-police crowd control, but he will be supported by DRC staff whenever possible.
6. The FSP to have dedicated staff for the beneficiary distribution.
7. The FSP employees are not allowed to threaten the beneficiaries under any circumstances.
8. The FSP shouldn’t refuse to attend a previously planned and agreed upon distribution unless for some urgent safety issues that justifies the change in plans.
9. The FSP to use one office for each distribution process, this is to facilitate the DRC monitoring and support.
10. Unless agreed differently with DRC, the FSP should not engage in any distribution process if staff are not present. It will be considered ineligible costs if this happens.
11. The FSP should make sure they have enough staff available during distribution days and hours.
12. The FSP to make sure each office used in the distribution process has Minimum of two (one female and one male) employees to support the cash distribution for female beneficiaries.
13. The FSPs will take full responsibility on any additional costs incurred on the field level when transferring the money to subcontractors and DRC will not be liable to that cost nor the recipient of the payment.
14. FSP field employees to accept being trained on how to deal with beneficiaries (basic protection mainstreaming knowledge to be provided before cash distribution takes place).
15. The FSP to guarantee that DRC will receive all required soft and hard copies of the distribution documents by COB of the same distribution day. All documents should be ready to be taken with DRC’s team when they leave the distribution point. If the distribution is done in a distribution site outside the FSP office, the FSP is required to have a printer that they can use to print/ copy all documents on site.
16. After scanning the beneficiaries’ documents into their receipts, the FSP to print out 2 copies of that receipt to be signed/thumb-stamped by the beneficiaries; FSP can keep one for their internal reconciliation, and the other Original Copy for DRC that the DRC staff present at the distribution point would collect at the end of the day after a reconciliation with the FSP agent.
17. The FSP is to allocate a contract focal point that DRC can contact easily and round the clock for feedback, questions, and general agreement follow- up.
18. Not more than (24) hours for the FSP to prepare for the distribution after being informed by DRC of the distribution date.
19. DRC has the right to refuse a FSP distribution point, based on access and safety of beneficiaries. DRC in this case has the right to choose a different distribution point/ branch.
20. The FSP should accept to serve beneficiaries under the distribution list sent by DRC, even if they do not have an ID. In this case, the FSP will use the DRC witness forms. DRC from their side will provide the FSP with a list of beneficiaries who do not have a valid ID and will use the witness form – signed and stamped. Any case outside the list provided by DRC should not be served using this system.
21. The FSP should not transfer the amount of the assistance to any person other than the intended beneficiary. In case of a family member attending instead of the intended beneficiary then its DRC program staff job to decide if they will receive the assistance or not.
22. The Cash Transfer system should provide the following advantages: -
    1. Safe and secure: the ability to facilitate payment to beneficiaries in a safe and secure way. The systems should consider risks involving cash transfer and mitigating measures.
    2. Autonomous: the ability to be used “offline” in remote contexts, based on a “closed-circuit branchless structure” and not requiring constant connection/information transfer to a remote servicer/ dataset for the financial inclusion of the most vulnerable;
    3. Fast: the service is meant to be used in development and emergency response programs and should therefore be easy and fast to set up and provide maximum flexibility and adaptability to new/ongoing programs;
    4. Scaling up: the ability to be scaled up in any area of Sudan where cash-based interventions can be a viable response option;
    5. Reporting: ability to provide the purchaser with regular and frequent and ad-hoc reports and or transfer receipts as requested by the purchaser on funds disbursed for monitoring and accountability.
23. On site reconciliation is to be done between DRC staff and the FSP to finalize the list of received beneficiaries (both parties will sign a reconciliation document with 2 copies one for the FSP and one for DRC ).

# SPECIFICATIONS OF THE REQUIRED SERVICES

The service to be delivered is over-the-counter cash transfers to recipients selected by DRC. The specifications of services required are described below.

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| **Service requirement** | **Service specification** |
| Operating language with  recipients and DRC | With recipients, the primary operating language in written and verbal  communication will be Arabic.  With DRC , the primary operating language in written and verbal communication will be English. |
| The supplier must ensure cash is delivered to the intended beneficiaries | The Supplier must ensure that a receipt is signed by recipients and the  teller upon collection of their entitlement, showing the date, the name, the transaction number, the retail office’s address, and the amount received.  The Supplier is responsible for ensuring that – at any of its retail offices or agents’ premises - only eligible recipients receive payments and that the receipts have been signed as required. |
| The Supplier is responsible  for verifying entitlement to cash payment | Payments can only be processed against the presentation by the claimant of  a pre-agreed proof of entitlement as well as a valid (i.e. recognised and non- expired) proof of identity.  The former could be a money transfer unique identifier / transaction number; whilst the latter could be paper or other ID type, depending on details agreed by DRC.. |

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| **Service requirement** | **Service specification** |
| Cash distributions must be  done according to timing set by DRC | Cash transfers must start and end in the month/week established by DRC  Dates will be determined by DRC and communicated to the  Supplier. The location will be at any of the Supplier’s retail offices or at agents’ premises. |
| Closure of the cash  distribution will follow procedures instructed by DRC, including transaction and reconciliation reports and invoice, within a specified window of time | At the closure of each round of cash transfers, the Supplier will gather the  original receipts signed off by all required parties (i.e. the recipients and the teller) from all its retail offices / agents, and will hand them over to the designated DRC representative, retaining retain a copy to prepare their reporting.  On a monthly basis, the Supplier will submit a transaction report consolidating information from all retail office / agents in a pre-agreed transaction report template.  The minimum information for each transaction are the transaction number (i.e. proof of entitlement, that was sent to the beneficiaries), the beneficiary name, name of retail office / agent, address of retail office/agent, date of distribution, amount distributed, non-collected amount (in case the beneficiary did not claim the transfer).  DRC will follow up with beneficiaries who have not collected their entitlement and will request off-loading in case these beneficiaries are no longer locatable or lose their entitlement.  Together with the report, the Supplier will also submit a reconciliation report and an invoice.  The reconciliation report will show the balance between the funds that were to be distributed as per beneficiaries’ distribution log and the funds actually distributed as per receipts. If applicable, this will need to be reconciled to any amounts pre-financed by DRC .  The invoice will correspond to the transaction fees for the amount distributed to the beneficiaries and – if the Supplier pre-financed the distribution in full or in part – the amount that was pre-financed by the  Supplier. |
| If DRC pre-  finances the distributions, the Supplier will reimburse the money that has not been distributed to beneficiaries | Money that is left over will stay with the supplier for future distributions or  sent back to DRC via bank transfer and will have to match with figures in reconciliation document. |
| **Service requirement** | **Service specification** |
| The Supplier will perform the  cash transfers through its own retail offices or through agents | Cash payments are disbursed in local currency (SDG) to the recipients  selected by DRC, in the amount and denomination set by DRC and in the required geographic areas, as per details to be provided in project-specific Scope of Work.  Cash distributions will be performed at any of the Supplier’s retail offices or at its agents’ premises at an agreed date and time.  DRC will be responsible for identifying recipients and communicating with them, the community, and local authorities on all aspects of the project and cash collection process.  Ahead of each round of cash transfers, DRC will send a payment request accompanied by a beneficiary distribution log to the Supplier, which will formally authorize the Supplier to prepare for cash distributions and mobilize the required liquidity at any of its retail offices or those of its agents in the targeted locations.  The Supplier is responsible for ensuring that retail offices (including those of its agents) are adequately set up and staffed to successfully handle the projected volume of cash transfers.  The Supplier is responsible for ensuring that retail offices (including those of its agents) have sufficient liquidity and that the cash transfer processes are performed at the highest standards of quality for an optimal customer experience.  The Supplier is responsible for dealing with complaints from recipients in the manner agreed with DRC ahead of the cash transfer start. The Supplier will also be responsible for collecting and maintaining all the documentation required by DRC to evidence the service has been provided (i.e. the receipts). The documentation to be maintained and transferred to DRC after every round of cash transfers will be listed in the Scope of Work to be signed under each project.  The supplier is responsible for disseminating any shared information from the customer to the retail staff and the supplier agents. |

# EXPECTED QUALITY STANDARDS

# A Supplier applying will have to operate the totality of all foreseen transfers, in all regions covered by DRC ’s programming in South Sudan.

# Security and safety of recipients and DRC ’s staff and property are ensured at all stages of the process, and especially at the Supplier’s retail office or at its agents’ premises.

# It is DRC’s pre-eminent obligation to protect beneficiaries' privacy and security. Therefore, the proposed financial solution and framework design should align with the DRC Policy on the Protection of Personal Data of Persons of Concern to DRC, and need to reflect rules and processes, which allow for encryption and/or tokenization of beneficiary ID data.

# All financial transfers, processes and transactions, and the underlying infrastructure need to be compliant with existing regulatory frameworks in Sudan, especially with regards to licenses granted by the government, taxation, Know Your Customer procedures (KYC), Anti-Money-Laundering (AML), Anti-Terror-Financing (ATF), Data and Privacy laws and mandatory security standards and/or required.