

TERMS OF REFERENCE FOR CASH DELIVERY SERVICES TO NCA FIELD OFFICES 10 STATE AND RUWENG ADMINISTRATIVE AREA.

Background

Norwegian Church Aid (NCA) is an ecumenical, diaconal, humanitarian and non-profit Non-Governmental Organization (NGO) mandated by churches and Christian organizations in Norway to work for global justice, by empowering the poor and challenging the wealthy and powerful. Together with our constituency and our partners, NCA commits to the vision: Together for a Just World. NCA helps the people of South Sudan and has been present in the country continuously since 1972.

A) Objectives

The Norwegian Church Aid (NCA) South Sudan desires to outsource the cash delivery services for a period of 6 months, renewable. The services are required inside South Sudan, at the moment is limited to the delivery of cash money to NCA offices, the volume of 6-month cash delivery expected 400,000 USD and its equivalent SSP.

B) Scope of Services

1. Main purpose

Provide NCA offices inside and outside South Sudan cash money upon request & within the agreed lead time.

2. Delivery notification

Advise NCA, Finance department, in writing on cash delivery services successfully performed by the contractor, such notification of cash delivery must be processed based on the following: -

- a) Time frame of notification is maximum two days of the cash delivery date
- b) The notification letter must cover the following details: -
 - i. Name of beneficiary.
 - ii. The amount of cash delivered and the currency.
 - iii. Status of delivery (delivery is successful or failed, advise reasons if failed).
 - iv. Original Cash Receipt Signed and acknowledged by the contractor & the Authorized personnel under NCA.
3. Personnel Required: -

The Contractor's focal point (representative) must have the minimum experience in the field of delivery cash services

4. Services standards

- a) The contractor shall deliver the cash money only when instructed by NCA. The cash delivery shall be based on written instruction for NCA Authorized personnel.
- b) The Contractor undertakes responsibility for taxes and any other charges related to cash delivery Services
- c) NCA undertakes no responsibility for loss of any money during delivery & the contractor shall be responsible in respect of any insurance coverage, which may be required to protect against such loss.
- d) Personnel acting on behalf of the contractor shall not be entitled for any benefit, payment, compensation or entitlement except for as provided the contractor by agreement.

- e) The Services rendered by the Contractor must be performed in full consideration to the confidentiality and secrecy.

C) Cash Delivery and Payment mechanism

- A) NCA requests the Contractor formally to deliver a certain amount of cash to the designated beneficiaries. NCA shall provide the Contractor names of NCA personnel authorized by NCA Management to issue instructions for the cash delivery
- B) The Contractor delivers the cash money to the designated based on the cash receipt
- C) The Contractor advises NCA formally on the satisfactory cash delivery within the duration agreed.
- D) NCA pays the Contractor the exact amount delivered in addition to the commissions due upon receiving the Contractor's invoice supported by: -
 - i. List of cash deliveries performed by the contractor
 - ii. Cash receipts with a copy of instructions from NCA must be attached to the Contractor invoice
- E) Payments shall be done through Bank transfer system or Cheques to the bank account of the contractor

D) Performance Evaluation & Review

The Contractor shall meet periodically with the NCA to review the performance of services & to discuss improvement which the contractor or the NCA should make in order to achieve more effective services.

E) Quality Control

- 1- The Contractor shall establish and operate to monitor on a regular & continual basis the quality of services provided to NCA
- 2- The NCA shall be notified of any deficiencies found and corrective action taken.
- 3- The Contractor warrants that the personnel assigned to handle the NCA cash delivery shall have a strong experience & shall constantly be trained.

F) Duration

- 1- The Contract(s) shall commence on October 01st 2024 for a period of 12 month, unless terminated earlier.
- 2- The NCA reserves the right to terminate the contract at any time: -
 - i. One week notice in the event of change of controlling ownership of the contractor or in the event the contractor fails to maintain the performance and Services standard set in the contract.
 - ii. Immediately in the event of the Contractor entering into liquidation, whether compulsory or voluntary or enters into receivership or bankruptcy