

RFP: WCO/SSD/SERVICES CASH DISTRIBUTIONS, CASH DROPS AND BANKING SERVICES

Appendix 1

Establishment of Long-Term Agreement (LTA) for cash distributions, cash drops and banking services for WHO South Sudan.

1. Long Term Agreement

These Terms of Reference (TOR) are integral to the Long-Term Agreement (the “LTA”) concluded between WHO and the service provider (s).

2. OBJECTIVE

The objective of this engagement is to ensure timely transfers and disbursement of cash to all locations where WHO operates in South Sudan including timely submission of requisite financial returns as well as provision of end-to-end banking services for the Country Office operations.

The service provider will be requested to provide seamless cash transfer, disbursement and banking services for the country office including providing digital solutions for easy access/ payment to/for funds as and when the operating context evolves.

3. BACKGROUND

The World Health Organization in South Sudan is currently providing humanitarian and developmental support in all the States and Counties in South Sudan. Activities such as immunization campaigns, emergency and outbreak response, meetings and training etc. are organized by WHO in support of the Government of South Sudan. WHO also engages over 400 personnel in all States and Counties in the country. The country office operates two bank accounts in USD and SSP with average monthly thresholds of 2,250,000 and 6,500,000 respectively. Cash payments are regularly required for all activities and personnel in all States and counties.

Due to the underdeveloped banking infrastructure in South Sudan coupled with accessibility problems associated with the ongoing conflict, timely cash payments to many locations is a big challenge for the organization.

4. SCOPE OF WORK

Under the overall guidance of the WHO Chief Operations Officer and in close collaboration with the Finance unit and designated program focal persons, the service provider is expected

Ensure timely and verifiable delivery of cash transfers and disbursement to intended beneficiaries within 72 hours on receipt of signed instructions and payment schedules minimizing verification risks associated with cash payments

Providing end to end banking services for the country office, its personnel and other services providers as relates payments routed through the bank

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5. DELIVERABLES

During the period of engagement, the service provider will deliver the following

For cash transfers and disbursements.

- Cash drop services in both SSP and USD to specified locations within 72 hours based on specific instructions received from WHO. These cash transfers include, but are not limited to: a) Funds from Immunization campaigns in all payams/counties/States; b) Funds for specific activities organized by WHO in all payams/counties/States; c) salaries and allowances for personnel employed by WHO in all payams/counties/States
- On the ground last mile cash disbursements to recipients specified by WHO within 72 hours based on specific instructions received from WHO. These cash transfers include, but are not limited to: a) Funds from Immunization campaigns in all payams/counties/States; b) Funds for specific activities organized by WHO in all payams/counties/States; c) salaries and allowances for personnel employed by WHO in all payams/counties/States
- Cash collection services within the time and from the field offices/ locations indicated in e-mails for both USD and SSP at no cost to WHO. Cash collected should be surrendered to the WHO country office within 72 hours of confirmed collection from the field/locations.
- Collated financial returns within 72 hours after disbursement
- Digital solutions at no additional cost to WHO as and when the situation permits and evolves

For Banking Services

- Access to multiple currency accounts that can handle various currencies to manage funds efficiently.
- Reliable and cost-effective international money transfer services to send and receive funds globally
- Competitive foreign exchange rates to convert currencies for WHO operations as and when required
- Efficient processing of payments including payroll for staff, payments to suppliers and other operational expenses as requested
- Effective cash management solutions to help WHO optimize its cash flow and manage its funds
- Robust security measures to protect customer data from unauthorized access, fraud and cyber threats
- Digital solutions for access to banking services at no additional cost to WHO as and when the situation permits and evolves

6. REMUNERATION AND OTHER CONSIDERATIONS

The successful service provider will commence the provision of services as soon as possible following the completion of the award process.

7. QUALIFICATIONS

Identified service providers must demonstrate the following qualifications and experience

- Proven experience in the field of cash transfers, disbursements and banking services.
- Previous work with WHO, other international organizations and/or major institutions in the field of cash transfers, disbursements and banking services
- International or Pan African Banking institutional legally registered in South Sudan or with legally registered branches for banking services.

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8. SUBMISSIONS

If you have the required qualifications and are interested in this engagement, please submit:

- Profile of the firm.
- CVs of team members that would carry out the intended assignment.
- Samples of previous engagements or ongoing projects, including both implementation concept and completion report where applicable
- List of companies/firms/institutions/organizations associated with similar engagements.
- Other information that demonstrates your qualifications for this specific engagement.
- The lump-sum Fee that you propose for the engagement should indicate the breakdown of all costs. This fee should be inclusive of all considerations.
- The Submissions should be made in two separate envelopes: Technical Offer and Financial Offer (Indicating: **the RFP reference number for this tender as indicated on the header**). Offers that are not submitted separately will be deemed disqualified and will not be assessed further.
- All offers/Submissions should be through UNGM.

9. SELECTION PROCESS

Submissions will be evaluated in consideration of the following Evaluation Criteria

Technical evaluation criteria – Total 70 points

- Profile of the service provider and involved staff [15 points].
- Proven cash transfer, disbursement and banking service experience in the context of South Sudan [25 points].
- Demonstrated skills and experience in the providing customized solutions for cash transfers, disbursement and banking services [15 points].
- Samples and references for similar engagement undertaken [10 points].

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- Working experience with the UN and/or other International Organizations [5 points].
- In order to qualify for further consideration, the service provider (s) must accomplish a minimum score of **49 points** in the technical offer.
- The basis of the award will be to the service provider (s) that qualifies for further consideration and proposes the lowest total lump-sum Fee.