

Call for

Expression of Interest

ANNEX A

**EOI Application Form – E-Transfers**

# ADMINISTRATIVE COMPLIANCE

## Know You Customer (KYC)

1. Is the company and (where relevant) its intermediary partners compliant with the country(ies) and regional legislation on Know Your Customer? ** Yes /  No**

What are the minimum documents required from individual clients to access the e-cash transfer services you provide and other requirement? Do these requirements differ for (if so, please provide further detail):

* Nationals: ………………………………………………………………………….
* Foreigners: ………………………………………………………………………….
* Refugees: ………………………………………………………………………….
* Internally Displaced Persons:…………………………………………….
* Other Demographic Group:………………………………………………
1. What are the e-cash transfer solutions the company can provide for clients who do not comply with the minimum documents required?

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## Authorization to work in Sudan

### Is the company registered as a legal entity in the company register of South Sudan?  Yes /  No (if yes, please provide the documentary proof of registration as a legal entity for Administrative evaluation)

### In order to deliver e-cash transfers, does the company operate directly, indirectly through intermediary organization(s) or both?  Directly /  Indirectly /  Both

### If indirectly or both, does the company have existing partnerships with intermediaries in South Sudan?  Yes /  No (if yes, please provide documentary proof of registration as a legal entity in South Sudan for all relevant intermediary partners for Administrative evaluation)

### Does the company usually ensure intermediaries have the legal authorization needed to work in South Sudan?  Yes /  No

### If the company operates wholly or partially through intermediary(ies) but does not yet have existing partnerships in South Sudan, might the company be willing and able to contract other intermediary organizations in South Sudan?  Yes /  No

### Might the company be able to work with an intermediary partner selected independently by DRC?  Yes /  No

### If yes, please precise which type of intermediaries with which it might be possible to work?

 Banks

 Mobile money companies

 Micro-Finance institutions

 Money Transfer companies

 Money transporters

 Traders / local sellers

 Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Legal and Commercial Binding

### Does the company possess the ability to legally and commercially bind all branches and/or intermediary partners in the event of the signature of a framework contract between the DRC and the company.  Yes /  No /  Not applicable (please specify reasoning)

*Additional comments:*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

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# TECHNICAL INFORMATION

## Technical solution, type(s) of e-transfer delivery mechanisms/payment systems provided

### Does the use of the e-transfers provided by the company by recipients require an internet connection or can it also operate offline?  Online /  Offline /  Both

### Does the company already have access to the required technology (software and hardware) for ensuring efficient and effective e-transfers?  Yes /  No

### Would the company need to develop new solutions / implement or adapt or rent through third party in order to effect e-transfers to DRC beneficiaries?  Yes /  No

### If so, how long would it take for the company to set these up in calendar days? ………………. Calendar days

### What are the e-transfers services the company can provide?

 Prepaid cards

 Smart cards

 Secured printed vouchers

 Digital transfers platform only to be integrated with other systems

 ATM cash out

 Over-The-Counter cash out

 Bank transfers

 Mobile banking transfers

 Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Presence and coverage across relevant geographical areas of operation for DRC’s e-transfers assistance

### Total number of branches / service centers / franchises in DRC’s Targeted areas are:

|  |  |
| --- | --- |
| **Areas** | **Number of branches/Services center/Franchises** |
| **Central Equatoria** |  |   |
| **Eastern Equatoria** |  |   |
| **Western Equatoria** |  |  |
| **Jonglei State** |  |  |
| **Unity State** |  |  |
| **Upper Nile State** |  |  |
| **Lakes State** |  |  |
| **Warrap state** |  |  |
| **Western Bahr el Ghazal** |  |  |
| **Northern Bahr el Ghazal** |  |  |
| **Abyei AA** |  |  |
| **Pibor** |  |  |
| **Ruweng** |  |   |

### Total Number of ATMs (Automated Teller Machines) in DRC’s Targeted areas are:

|  |  |
| --- | --- |
| **Areas** | **Number of ATM** |
| **Central Equatoria** |  |   |
| **Eastern Equatoria** |  |   |
| **Western Equatoria** |  |  |
| **Jonglei State** |  |  |
| **Unity State** |  |  |
| **Upper Nile State** |  |  |
| **Lakes State** |  |  |
| **Warrap state** |  |  |
| **Western Bahr el Ghazal** |  |  |
| **Northern Bahr el Ghazal** |  |  |
| **Abyei AA** |  |  |
| **Pibor** |  |  |
| **Ruweng** |  |   |

### Number of the cash-out points or exchange points to operate e-vouchers (smart card / prepaid cards / secured printed vouchers) or e-cash transfers in DRC’s Targeted areas are:

|  |  |
| --- | --- |
| **Areas** | **Number of cash-out or exchange points** |
| **Central Equatoria** |  |   |
| **Eastern Equatoria** |  |   |
| **Western Equatoria** |  |  |
| **Jonglei State** |  |  |
| **Unity State** |  |  |
| **Upper Nile State** |  |  |
| **Lakes State** |  |  |
| **Warrap state** |  |  |
| **Western Bahr el Ghazal** |  |  |
| **Northern Bahr el Ghazal** |  |  |
| **Abyei AA** |  |  |
| **Pibor** |  |  |
| **Ruweng** |  |   |

### Any other additional information about the company’s coverage / network / outreach:

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### If the company does not have any branches, ATMs, or exchange points in any of DRC’s targeted areas, how would the company rapidly respond to enable cash-out by end-users after the electronic transfers have been made?

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## Capacity to deliver the volume of assistance required by DRC

### What are the minimum and maximum amounts of funds the company can disburse in a day?

Minimum……………………… (amount) …………….. (currency)

Maximum……………………… (amount) …………….. (currency)

### How much (in monetary value) cash & voucher assistance is the company able to deliver in the programmatic areas targeted by DRC within 1 month (maximum amount)?

|  |  |
| --- | --- |
| **Areas** | **Value and Currency** |
| **Central Equatoria** |  |   |
| **Eastern Equatoria** |  |   |
| **Western Equatoria** |  |  |
| **Jonglei State** |  |  |
| **Unity State** |  |  |
| **Upper Nile State** |  |  |
| **Lakes State** |  |  |
| **Warrap state** |  |  |
| **Western Bahr el Ghazal** |  |  |
| **Northern Bahr el Ghazal** |  |  |
| **Abyei AA** |  |  |
| **Pibor** |  |  |
| **Ruweng** |  |   |

### How long does it take to distribute e-transfer assistance to 100 / 500 / 2000 / 5000 people in the areas targeted by DRC programming once all recipients are registered, including cash-out by the final users?

|  |  |
| --- | --- |
|   | **Time in days / hours?** |
| **Region** | **100 people** | **500 people** | **2000 people** | **5000 people** |
| **Central Equatoria** |  |  |  |  |  |
| **Eastern Equatoria** |  |  |  |  |  |
| **Western Equatoria** |  |  |  |  |  |
| **Jonglei State** |  |  |  |  |  |
| **Unity State** |  |  |  |  |  |
| **Upper Nile State** |  |  |  |  |  |
| **Lakes State** |  |  |  |  |  |
| **Warrap state** |  |  |  |  |  |
| **Western Bahr el Ghazal** |  |  |  |  |  |
| **Northern Bahr el Ghazal** |  |  |  |  |  |
| **Abyei AA** |  |  |  |  |  |
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| **Ruweng** |  |  |  |  |  |
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## Existing experience and competency in supporting delivery of humanitarian e-transfers assistance in South Sudan in the areas of programming

### Does the company have experience in humanitarian e-transfers assistance? If yes, please provide a short description and list down the clients the company have worked with and/or are working with on e-transfers distributions, including payment methods.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name of the client** | **Payment Method** | **Total amount distributed** | **Period of time** | **Targeted areas (Countries and provinces)** | **Comments** |
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### Does the company have any working experience with DRC? If yes, please describe this experience below (completed projects and / or ongoing projects):

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| --- | --- | --- | --- | --- |
| **Payment Method** | Total amount distributed | **Period of time** | **Targeted areas (Countries and provinces)** | Comments |
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### If the company has no experience in humanitarian e-transfer assistance programming, would the company be interested in possible future involvement? Please describe your interest.

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### Please provide reference, including contact details, from at least one other NGO (aside from DRC) or international organisation in order to verify experience and competency in supporting the delivery of humanitarian e-transfer assistance.

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| --- | --- | --- | --- | --- |
| **Name of the NGO** | Name of the contact | e-mail address  | Telephone number | Period |
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## Data protection and management

### Does the company have a Data Protection Policy?  Yes /  No

### Is the company compliant with the European Union’s General Data Protection Regulation (“GDPR”) (Regulation (EU) 2016/679)?  Yes /  No

# Additional information

Please include any additional information as relevant to this EOI.