

ACTED – 2020 Call for Tender Financial Service Provider
Terms of reference ACTED Libya

Background relevant to the mission	<p>From October 2018 to February 2019, ACTED has distributed multipurpose cash assistance to more than 1 800 households located in Benghazi, Tripoli and Sebha, through electronic prepaid cards (1 751 950 LYD transferred in total).</p> <p>In 2020, ACTED is expecting to distribute cash assistance to over 1 000 households and up to 4 000.</p> <p>The general objective of ACTED’s multipurpose cash assistance is to improve the access of highly vulnerable conflict-affected displaced, returnee and hosting community households of Tripoli, Benghazi and Sebha areas to essential goods and services of their choice, in a safe and dignified manner.</p> <p>Area of Intervention: Tripoli, Benghazi, Sebha areas</p> <p>Cash transfer modality: Electronic cash transfer, through e-cards or mobile money (Financial Service Provider service)</p>
Objectives of the assignment	<p>The Financial Service Provider(s) will be responsible for the e-cards production/e-wallet opening, for the cash transfers quality and security, including technical maintenance, reporting on transfers and transactions, and client service. The FSP(s) is also responsible to maintain a sufficient network of points of sales and/or cash withdrawal points accessible to ACTED’s beneficiaries to use their e-payment service in the targeted areas.</p>
Key deliverables	<ul style="list-style-type: none"> • Production of unrestricted multi-purpose electronic cards / Opening of e-wallet in case of mobile money service • Presentation meeting, documentation and technical training to inform ACTED team on the e-payment service offered and its use • Guarantee the electronic cash transfers in a timely manner respecting high quality standards and security measures • Customer service and technical maintenance • Regular reporting on transfers and transactions (ability to track all transfers received and purchase operations by card, to show the type of expenditure and point of sale category, the total amount spent, the remaining balance...) and weekly report on technical maintenance operations. • Maintenance of a large network of points of sales in the targeted areas, offering beneficiaries to spend their assistance on various types of items such as food, hygiene and household items, furniture, medicines and medical services,..., and/or the possibility to withdraw their e-transfer in cash.
Time schedule	<p>Deadline for submission of expression of interest and full proposal 06th April 2020</p>

	Evaluation of tenders and shortlisting complete 08 th April 2020 Financial Service Provider Appointed 10 th April 2020 First set of transfer early May 2020
Location of the activities	The Cash Transfers will take place in Benghazi, Tripoli and Sebha areas. The offeror is responsible of the contractual services in the area for which he has been selected.
Support provided by ACTED to the FSP	ACTED team in Libya and Tunis will provide support to the Financial Service Provider for the coordination of activities and will be in charge of the distribution of the e-payment modality (cards or e-wallet) to beneficiaries, as well as the direct follow up with beneficiaries.
Language	All communication between the company and ACTED should be in English.

Name _____

Position: _____

Signature & Stamp: _____

Date: _____