

INVITATION TO TENDER

South Sudan Country Office

2nd/February/2023

ITT/SSD/2023/FSP/IRC/ACF/SCI/001

CASH & VOUCHER ASSISTANCE (CVA) SERVICES

SUBMISSION DEADLINE: 22nd February, 2023

PRE-SUBMISSION CLARIFICATION MEETING: 7th February, 2023

QUESTIONS / CLARIFICATIONS: ECHOHFSPtender@savethechildren.org

FORMAT FOR SUBMISSION: [BIDDER RESPONSE DOCUMENT](#)

[PART 1: INVITATION TO TENDER](#)

- Introduction to SCI
- Project Overview and Requirements
 - Award Criteria
- Instructions & Key Information

[PART 2: CORE REQUIREMENTS AND SPECIFICATION](#)

Detailed description of SCI's specific requirements (e.g. volumes, delivery dates / locations, product specifications etc).

[PART 3: BIDDER RESPONSE DOCUMENT](#)

Template to be used to submit response to this Invitation to Tender.

PART 1 – INVITATION TO TENDER

1. INTRODUCTION TO The PROJECT

In response to the DG ECHO's Humanitarian Implementation Plan (HIP 2022) for Upper Nile Basin countries, a consortium was established, the consortium is led by Save the Children with partners Action Against Hunger (ACF), International Rescue Committee (IRC) and the Collaborative Cash Delivery (CCD) Network as the resource partner for coordination. The consortium has been awarded an initial 12 months (April 2022 – March 2023) and with a recent submission of a modification request for 2023/2024 funding. The project is titled **"Harmonized multi-purpose cash assistance to meet critical basic needs of flood and conflict-affected communities in Jonglei and Unity States, South Sudan"**. The project aims to address multiple needs through multi-purpose cash assistance (MPCA).

The MPCA project is implemented in four counties of two States: Bor South and Akobo counties in Jonglei State by Save the Children, Fangak County in Jonglei State by ACF and Panyijar County in Unity State by IRC.

The principal objective of the Action is to meet the critical humanitarian needs of flood and conflict-affected populations in South Sudan through multi-purpose cash assistance with complementary sectoral interventions to increase resilience to future shocks. In phase one (2023) the project targeted 6,000 households (36,000 Individuals) and in phase two (2024) the project planned to target 6,000 households (36,000 individuals) including IDPs, returnees, and host communities in the aforementioned counties and states. The Action proposes a cash-plus programming approach combining households' cash transfers with complementary activities to maximize the impact of interventions

PROJECT RESULTS

The project aims to achieve two results:

Result One will meet multiple basic needs of target households that are affected by complex and interlinked factors in target locations especially high food insecurity, severe malnutrition, grave protection and associated protection concerns. This calls for cash transfers that can meet multiple needs in a flexible way. We prioritize households that are vulnerable to malnutrition, protection concerns and GBV survivors.

Result Two will strengthen the coordination of cash assistance among the Cash Collaborative Delivery members and other agencies in the sector working with the Cash Working Group. Emphasis is placed on management information system for beneficiary identifications and registration, delivery mechanisms and monitoring including complaint and appeal mechanisms.

2. PROJECT OVERVIEW

Item	Description
Description of Goods / Services	Cash & voucher assistance (CVA) services
Outcome of Tender	<i>Framework Agreement (Fixed Price) – the successful supplier(s) will be awarded a 'Framework Agreement'. Within the Framework Agreement the terms of supply (e.g. indemnities, liabilities, warranties etc.) shall be agreed, as will the conditions</i>

	<i>of supply (e.g. specifications, lead times etc.). The Framework Agreement does not commit the consortium partners (SCI, ACF& IRC) to any purchases or specific volumes. Any future purchases which will be completed under separate Purchase Orders which will be governed and linked to the original Framework Agreement.</i>
Duration of Award	Two Years

Further detail on the specific requirements of the project (e.g. volumes, dates, specifications etc.) can be found in [Part 2 \(Core Requirements & Specifications\)](#) of this Tender Pack.

3. AWARD CRITERIA

The consortium partners (SCI, ACF & IRC) are committed to running a fair and transparent tender process and ensuring that all bidders are treated and assessed equally during the tender process. Bidder responses will be evaluated against four weighted categories of criteria: Essential Criteria, Sustainability Criteria, Capability Criteria, and Commercial Criteria.

3.1 ESSENTIAL CRITERIA

Criteria which bidders **must** meet in order to progress to the next round of evaluation. If a bidder does not meet any of the Essential Criteria, they will be excluded from the tender process immediately. These criteria are scored as 'Pass' / 'Fail'.

3.2 SUSTAINABILITY CRITERIA (10%)

Criteria used to evaluate the impact a supplier has on the environment, local economy and community. Bids will be evaluated against the same pre-agreed Criteria.

3.3 CAPABILITY CRITERIA (60%)

Criteria used to evaluate the bidders' ability, skill and experience in relation to the requirements. Bids will be evaluated against the same pre-agreed Criteria.

3.4 COMMERCIAL CRITERIA (30%)

Criteria used to evaluate the commercial competitiveness of a bid. Bids will be evaluated against the same pre-agreed Criteria.

4. VETTING

Successful bidders must be vetted. This involves checking bidders and key personnel against Global Watch Lists, Enhanced Due Diligence Lists and Politically Exposed Persons Lists.

The vetting of bidders will be completed after the award decision and prior to any contract being signed, or orders placed. If any information provided by the Bidder throughout the tender process is proved to be incorrect during the vetting process (or at any other point), SCI may withdraw their award decision.

5. BIDDER INSTRUCTIONS

6.1 TIMESCALES

Activity	Date
Issue Invitation to Tender	2 nd February, 2023
Pre-Submission Clarification Meeting	7 th February, 2023
Deadline for questions from Bidders	14 th February, 2023
Deadline for Bid Submission	22 nd February, 2023
Bid Clarifications	28 th February, 2023
Award Contact	2 nd March, 2023

The above dates are for indicative purposes only and are subject to change.

6.2 SUBMISSION FORMAT & BIDDER RESPONSE DOCUMENT

Bidders wishing to submit a bid **must use the Bidder Response Document template in [Part 3](#) of this Tender Pack**. Any bids received using different formats, or incomplete bids, will not be accepted.

This document allows bidders to submit all the required information and be evaluated fairly and equally against the Essential, Capability and Commercial Criteria. Bidders may also be required to submit supporting documentation. Further instructions can be found within the document in Part 3 of this pack.

Bids can be submitted by either:

Electronic Submission via ProSave

- Submit your response in accordance with the guidance provided in the below document:



Bidding on a
Sourcing Event.pptx

Electronic Submission via Email

- Email should be addressed to South Sudan Tender at ECHOHFSPTender@savethechildren.org
- Note – this is a sealed tender box which will not be opened until the tender has closed. Therefore, do not send tender related questions to this email address as they will not be answered.
- The subject of the email should be “ **ITT/SSD/2023/FSP/IRC/ACF/SCI/001**
- **/Bidder Response – ‘Bidder Name’, ‘Date’**”.
- All attached documents should be clearly labelled so it is clear to understand what each file relates to.
- Emails should not exceed **15mb** – if the file sizes are large, please split the submission into two emails.
- Do not copy other SCI email addresses into the email when you submit it as this will invalidate your bid.

Paper Submission

- Two paper copies submitted on headed paper to the consortium lead office: Save the Children Office, Hai Malakal, Juba South Sudan.
- Bids should be submitted in a single sealed envelope addressed to the tender committee

- The envelope should clearly indicate the Invitation to tender reference number (ITT/SSD/2023/FSP/IRC/ACF/SCI/001), but contain no other details relating to the bid or the bidder's name.
- All supporting documentation should be labelled and grouped together (individual envelopes, stapled etc), and then included in a single sealed envelope as per the above.

6.4 CLOSING DATE FOR BID SUBMISSION

Your bid must be received, not later than 22nd February, 2023.

Bids must remain valid and open for consideration for a period of no less than 60 days.

6.5 KEY CONTACTS

All questions relating to the tender should be sent via email to:

Name	Email Address
Consortium Procurement Committee	ECHOHFSPtender@savethechildren.org

Please be advised local working hours are from 8:00Am to 5:00PM. Please allow up to 21 days for a response. Where the enquiry may have an impact on other bidders within the process, Save the Children will notify all other Bidders to maintain a fair and transparent process.

PART 2 – CORE REQUIREMENTS & SPECIFICATIONS

For the purpose of this document, Cash and Voucher Assistance (CVA) refers to all programs where cash transfers or vouchers for goods or services are directly provided to recipients (individuals, household or community recipients, not to governments or other state actors).

1. SPECIFIC REQUIREMENTS

In response to the DG ECHO's Humanitarian Implementation Plan (HIP 2022) for Upper Nile Basin countries, a consortium was established, the consortium is led by Save the Children with partners Action Against Hunger (ACF), International Rescue Committee (IRC) and the Collaborative Cash Delivery (CCD) Network as the resource partner for coordination. The consortium has been awarded an initial 12 months (April 2022 – March 2023) and with a recent submission of a modification request for 2023/2024 funding. The project is titled ***“Harmonized multi-purpose cash assistance to meet critical basic needs of flood and conflict-affected communities in Jonglei and Unity States, South Sudan”***. The project aims to address multiple needs through multi-purpose cash assistance (MPCA).

The MPCA project is implemented in four counties of two States: Bor South and Akobo counties in Jonglei State by Save the Children, Fangak County in Jonglei State by ACF and Panyijar County operational areas in Unity State by IRC.

The principal objective of the Action is to meet the critical humanitarian needs of flood and conflict-affected populations in South Sudan through multi-purpose cash assistance with complementary sectoral interventions to increase resilience to future shocks. In phase one (2023) the project targeted 6,000 households (36,000 Individuals) and in phase two (2024) the project planned to target 6,000 households (36,000 individuals) including IDPs, returnees, and host communities in the aforementioned counties and states. The Action proposes a cash-plus programming approach combining households' cash transfers with complementary activities to maximize the impact of interventions

2. SERVICE DESCRIPTION

Interested applicants should have a renewed licence to operate and be experienced in the delivery of cash and voucher assistance to the beneficiaries in different parts of South Sudan. Service provider companies who have functional branches/agencies with wide geographical coverages in the country are highly encouraged to apply.

Brief product / service descriptions

The service to be delivered is cash transfer services as defined in the specification below.

Expected quality standards

- Timely transfer of cash to the beneficiaries' at designated locations.
- Timely and complete payment to all beneficiaries as instructed
- Efficient and complete processing of all payment instructions within acceptable turnaround times, including timely provision of proof of payment, reconciliation of transactions and all necessary reporting
- Quick responses to all consortium partners (SCI, ACF & IRC) queries with excellent customer care service
- It is consortium partners (SCI, ACF & IRC) pre-eminent obligation to protect beneficiaries' privacy and security. Therefore, the proposed financial solution and framework design should align with the SCI,

ACF & IRC Policy on the Protection of Personal Data of Persons of Concern to SCI, ACF & IRC 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 South 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 requirements.

The service provide will provide the following services including;

- The ability to transfer cash to all beneficiaries in all locations of where SCI, ACF & IRC operations on a timely and efficient way
- Process payment for all SCIs, ACF & IRC beneficiaries in one of the most remote locations

Pre-finance all payments and seek refund upon submission of an invoice and adequate supporting documents. The agent should be willing to invest substantial amount of working capital to finance operations

PART 3 – BIDDER RESPONSE DOCUMENT

1. INTRODUCTION

Bidders wishing to submit a bid MUST USE this document. It is linked into five sections detailed below:

- [Section 1 – Essential Criteria](#)
- [Section 2 – Capability & Sustainability Questions](#)
- [Section 3 – Commercial Questions](#)
- [Section 4 – Bidder Submission Checklist](#)
- [Section 5 – Vendor Code of Conduct and Conflict of Interest](#)

The Bidder is required to sign a copy of the Checklist in Section 4 as part of their submission.

2. INSTRUCTIONS

Within each section there are instructions providing guidance to the bidder on what information is required. This guidance details the **MINIMUM** requirements expected by the consortium. If a Bidder wishes to add further information, this is acceptable, but the additional information should be limited to only items that are relevant to the tender.

- For the avoidance of doubt, bidders are required to complete all items within the Bidder Response Document unless clear instruction is provided otherwise.
- If a Bidder does not complete the entire Bidder Response document, their submission may be declared void.
- If a Bidder is unable to complete any element of the Bidder Response Document, they should contact Save the Children through the using the contact details provided for guidance.

By submitting a response, the bidder confirms that all information provided can be relied upon for validity and accuracy.

SECTION 1 - ESSENTIAL CRITERIA

INSTRUCTIONS – Bidders are required to complete all sections of the below table.

Item	Question	Bidder Response	
		Yes / No	Comments / Attachments
1	<p>The consortium partners (SCI, ACF and IRC) have attached a FWA template for CVA services to this bidding document. Please confirm you accept the document by writing Yes in the Bidder response column.</p> <p>If you don't accept it in full, please state No and you must submit a marked-up version of the FWA template stating how you are wishing to modify the existing clauses.</p>		
2	The Bidder and its staff (and any sub-contractors used) agree to comply with SCI, ACF & IRC and the IAPG's policies listed in Section 5 of this pack throughout this tender process, and during any future works should the bidder be awarded a contract.	Yes / No	Comments
3	The bidder confirms they are not a prohibited party under applicable sanctions laws or anti-terrorism laws or provide goods under sanction by the United States of America or the European Union and accepts that SCI, ACF & IRC will undertake independent checks to validate this.	Yes / No	Comments
4	<p>The Bidder confirms it is fully qualified, licensed and registered to trade with Save the Children, ACF & IRC (including compliance with all relevant local Country legislation).</p> <p>This includes the Bidder submitting the following requirements (where applicable):</p> <ul style="list-style-type: none"> - Legitimate business address - Tax registration number & certificate - Business registration certificate - Licence to provide Financial Services - Copy of current licence to transact in Forex from the Central Bank of South Sudan - Copy of current Insurance Policy - Filled in and stamped Vendor Code of Conduct and Conflict of Interest 	Yes / No	Comments
		Requirement	Bidder Response / Attachments
		Legitimate Business Address	
		Tax Registration Number & Certificate	
		Business Registration Certificate	
		If applicable – licence to provide Financial Services to customers.	
5	Does the Financial Service Provider have a data protection policy that is in line with that of the organization?	Yes / No	Comments

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SECTION 2 – CAPABILITY QUESTIONS (including Sustainability)

This section is divided into four sub-sections, which each bidder must compete – given the complexity of some CVA services bidders can use their discretion to provide additional information to explain their services.

1. Experience
2. Geographic Coverage
3. Operations
4. Sustainability

Item	Question	Bidder Response
Section 2.1 Experience providing CVA Services		
1	Tick which services your organisation can offer to SCI, ACF & IRC?	<p>Mobile Money (i.e. transfers using e-wallets on mobile phones) []</p> <p>Mobile banking (i.e. access to banking services via a phone app) []</p> <p>Electronic Voucher (eVoucher) []</p> <p>Bank Account linked debit card (specify whether Point of Sale (PoS) payments are possible) []</p> <p>Prepaid cards or ATM cards (specify whether PoS payments are possible) []</p> <p>Cheques Physical Cash Withdrawal (over the counter) []</p> <p>Physical Cash Withdrawal (at a field site) []</p> <p>Other, please specify []</p> <p>Other (please specify) _____</p>
2	For the services that you can offer (ticked in question 1) confirm the total value of funds you have transferred to recipients/ beneficiaries/ customers under UN/ INGO/ NGO funded projects in the last Five years.	

	If you offer more than one delivery mechanism confirm for each.	
3.	Provide the name and contact details of (2)two references (ideally from UN or INGO or NGO) that you have delivered Cash and Voucher Assistance services to	
4.	Explain how your services meet the needs of SCI,ACF &IRC (as detailed above in the services description section) and what your competitive advantage is over other organisations	

Section 2.2 Geographic Coverage

1. Geographic Coverage	Confirm your geographic coverage within South Sudan indicating (as applicable to the services you are offering) the number of physical branches, ATMs, Agents, point of sale vendors. Provide as much detail as possible for us to understand your capability in each area.
Locations	Bidder Response
Juba	
Bor	
Torit	
Kapoeta	
Rumbek	
Akobo	
Tonj	
Fangak	
Lankien/Waat	
Malualkon	
Agok/Abyei	
Unity State	

Panyijar County		
Walgak		
Item	Question	Bidder Response
2. Expansion	<p>If required to expand your services to new geographies confirm</p> <ol style="list-style-type: none"> 1. Is this possible? 2. Under what circumstance (e.g. amount of funds, number of recipients) would you be able to expand <p>If you have full market coverage already do not complete this question.</p>	

Section 2.3. Operations

1. Mobilising (from signing an FWA to being ready to disburse funds)	Activity	Detail (include any key requirements)	Who does this (SCI or Supplier or other e.g. regulator)	How long does it take?
<p>The supplier should submit a project plan for mobilisation of services.</p> <p>Key steps may include, e.g.:</p> <ul style="list-style-type: none"> Collection of key information Creation of accounts and sub-accounts Beneficiary identification requirements Delivery of required technology / infrastructure Activation of accounts/ cards <p>Where possible, provide examples of the internal controls your organisation performs under the different activities.</p>				

<p>You can submit Standard Operating Procedures or Operations Manual to support this question.</p>				
<p>2. Distributing (SCI , ACF & IRC transferring fund to the supplier through to recipients getting their entitlement (money, voucher)</p> <p>The supplier should submit a project plan for fund disbursement.</p> <p>This plan should cover steps from when mobilisation is complete, and we are preparing for our first fund transfer until the beneficiaries have received funds).</p> <p>This project plan will be scored based on its completeness, how clear the explanation of each step is and whether the timelines seem realistic.</p> <p>Where possible, provide examples of the internal controls your organisation performs under the different activities.</p> <p>You can submit Standard Operating Procedures or Operations Manual to support this question.</p>	Activity	Detail (include any key requirements)	Who does this (SCI or Supplier or other e.g. regulator)	How long does it take?

Item	Question	Bidder Response
Section 2.3 Operations		
3. Reporting	To what extent is SCI, ACF & IRC able to directly monitor and produce reports on the progress of distributions as they are occurring from your platform? Explain your organisation's ability to monitor report and provide data to SCI, ACF & IRC about fund being disbursed, withdrawn or used. Please specify timeframes for this process	
4. Reconciliation and return	How will the supplier reconcile and report to SCI, ACF & IRC the funds not withdrawn/ utilised and can those funds be returned to SCI. Explain the process and timeframes.	
5. IT Security	<p>If successful in initial evaluation, SCI, ACF & IRC will require you to complete an IT Security Assessment form – confirm this is acceptable.</p> <p>In addition, please confirm if you operate to any IT Security standards or regulations – provide details.</p>	
6. Data Protection	Safeguarding beneficiary data is of utmost importance to SCI, ACF & IRC – advise what data protection standards or regulations you comply with and how you will safeguard data flows between your organisation/ agents and SCI, ACF & IRC	

Item	Question	Bidder Response
Section 2.4 Sustainability		
1. Local business	Would you describe your organisation as "local" to the geographies listed in section 2.2 above? If so, demonstrate how you are a local business with reference to ownership structure?	
2. Financial inclusion	SCI, ACF & IRC values sustainable businesses that support local communities and people. Please explain how your organisation or services support the financial inclusion of vulnerable groups.	

SECTION 3 – COMMERCIAL QUESTIONS

The supplier should submit in Section 3 a full breakdown of costs related to the services being proposed in Section 2. *Note – SCI as a non-for-profit organisation and we urge financial service providers to absorb, waive or minimise fees wherever possible to support the communities in which you operate.*

Section 3.1 – Cost Proposal				
<p>1. Supplier should submit all costs related to account set-up, card/account issuance, funds transfer, cash-out, project management, reporting or any other fees related to the services being provided.</p> <p><i>Note – supplier should include fees/costs to SCI, ACF & IRC and to recipients, whether they are being charge by your organisation or agents (if appropriate).</i></p>	Cost Item (e.g. card issuance, cash-out fee)	Cost amount	Unit of Measure	Comments

<p>2. Volume Discounts/Pricing</p> <p>Supplier should indicate how pricing varies based on the volume of recipients/cash.</p>				
<p>3. SCI, ACF & IRC will transfer to the supplier in SSP and USD currency- confirm this is acceptable?</p>				
<p>4. Confirm whether you are able to offer commercial invoices to the services, you provide?</p>				
<p>5. Do you require SCI, ACF & IRC to transfer funds to you before you disburse funds to recipients?</p>				
<p>6. Confirm if prices are fixed for the duration of this FWA</p>				

SECTION 4 – BIDDER SUBMISSION CHECKLIST




We, the Bidder, hereby confirm we have completed all sections of the Bidder Response Document:






No	Section	Please Tick
1.	Section 1 – Essential Criteria	
2.	Section 2 – Capability & Sustainability Questions	
3.	Section 3 – Commercial Questions	

We, the Bidder, confirm we have uploaded all of the required information and supporting evidence:
(Please add any additional documents you are submitting in the table below)

Section	Required Document / Evidence	Please Tick
Essential Criteria Evidence	Proof of legitimate business address	
	Copy of tax registration number & certificate	
	Copy of business registration certificate	
Capability (and sustainability) Criteria Evidence	Completed Bidder Response Document	
	Supporting Financial Documents	
Commercial Criteria Evidence	Completed Bidder Response Document	

We, the Bidder, hereby confirm we compliance with the following policies and requirements:

Policy	Policy / Document	Signature
Terms & Conditions of Bidding	 1. Terms & Conditions of Bidir	
Terms & Conditions of Purchase (referred to in Section 1 Question 1)	 SC-C-06%20CVA%20FWA%20(FSP)%20E	
Child Safeguarding Policy	 Child Safeguarding Policy.pdf	

Anti-Bribery & Corruption Policy	 Anti-Bribery & Corruption Policy.pc	
Human Trafficking & Modern Slavery Policy	 Human Trafficking & Modern Slavery Pc	
Protection from Sexual Exploitation & Abuse	 Protection from Sexual Exploitation i	
Anti-Harassment, Intimidation & Bullying Policy	 Anti-Harassment, Intimidation & Bully	
IAPG Code of Conduct	 IAPG Code of Conduct for Agencie	

We confirm that SCI, IRC and ACF may in its consideration of our offer, and subsequently, rely on the statements made herein.

Signature:

Name:

Title:

Company:

Date: