



Tender Notice

Reference#: HA-IQ-ITT-008

Contract Title: Call for Proposals for Cash Transfer Agencies/Mobile Cash Transfer Services in Kurdistan and Iraq-Framework Contract.

Contracting Authority: Human Appeal-Uk in Iraq.

Deadline for submission of offer: 5:00 PM, 14-Jan-2024

Introduction

Human Appeal is a non-profit organisation working across the globe to strengthen humanity's fight against poverty, social injustice and natural disaster. Through the provision of immediate relief and the establishment of self-sustaining development programmes, we aim to invest in real, effective solutions. Human Appeal invites you to tender to become a preferred supplier under a framework agreement for the provision of money payment services to Ha staff, individuals and households selected by Human appeal in Kurdistan region and central of Iraq, as recipients of its humanitarian and non-humanitarian assistance. This tender pack has been specifically created to provide you with all the information required to understand Human appeal requirements, and complete a response to the tender, should you wish to do so.

Scope of Work

1. The Supplier will perform the cash transfers through its own retail offices or through agents Cash payments are disbursed in local currency IQD to the recipients selected by Human appeal, in the amount and denomination set by Human appeal and in the required geographic areas, as per details to be provided in project-specific Scope of Work. Cash transfer distributions will be performed at any of the Supplier's retail offices or at its agents' premises at an agreed date and time. Human appeal will be responsible for identifying recipients and communicate with them, community, and local authority on all aspects of the project and cash collection process. Ahead of each round of cash transfers, Humana appeal will send a payment request accompanied by a beneficiary distribution log to the Supplier, which will formally authorise the Supplier to prepare for cash distributions and mobilise the required liquidity at any of its retail offices or those of its agents in the targeted locations. The Supplier is responsible for ensuring that retail offices (including those of its agents) are adequately set up and staffed to successfully handle the projected volume of cash transfers. The Supplier is responsible for ensuring that retail offices (including those of its agents) have sufficient liquidity and that the cash transfer processes are performed at the highest standards of quality for an optimal customer experience. The Supplier is responsible for dealing with complaints from recipients in the manner agreed with Human appeal ahead of the cash transfer start. The Supplier will also be responsible for collecting and maintaining all the documentation required by Human appeal to evidence the service has been provided (i.e. the receipts). The documentation to be maintained and transferred to Human appeal after every round of cash transfers will be listed in the Scope of Work to be signed under each project.
2. The Supplier is responsible for verifying entitlement to cash transfer payment, Payments can only be processed against the presentation by the claimant of a pre-agreed proof of entitlement as well as a valid (i.e. recognised and no expired) proof of identity.. The Supplier must ensure that a receipt is signed by recipients and the teller upon collection of their entitlement, showing the date, the name, the transaction number, the retail office's address, and the amount received. The Supplier is responsible for ensuring that – at any of its retail offices or agents' premises - only eligible recipients receive payments and that the receipts have been signed as required.

3. Cash transfer must be done according to timing set Humana appeal,. Dates will be determined by Human appeal and communicated to the Supplier. The location will be at any of the Supplier's retail offices or at agents' premises.
4. Closure of the cash distribution will follow procedures instructed by Human appeal, including transaction and reconciliation reports and invoice, within a specified window of time at the closure of each round of cash transfers, the Supplier will submit a transaction report consolidating information from all retail office / agents in a pre-agreed transaction report template. The minimum information for each transaction are the transaction number (i.e. proof of entitlement, that was sent to the beneficiaries), the beneficiary name, name of retail office / agent, address of retail office/agent, date of distribution, amount distributed, non-collected amount (in case the beneficiary did not claim the transfer). Human appeal will follow up with beneficiaries who have not collected their entitlement and will request off-loading in case these beneficiaries are no longer locatable or lose their entitlement. Together with the report, the Supplier will also submit a reconciliation report and an invoice. The reconciliation report will show the balance between the funds that were to be distributed as per beneficiaries' distribution log and the funds actually distributed as per receipts. If applicable, this will need to be reconciled to any amounts pre-financed by Human appeal. The invoice will correspond to the transaction fees for the amount distributed to the beneficiaries and if the Supplier pre-financed the distribution in full or in part the amount that was pre-financed by the Supplier

Other EXPECTED QUALITY

1. A Supplier applying will have to operate the totality of all foreseen transfers, in all regions covered by Human appeal programming in Iraq
2. Security and safety of recipients and Human appeal staff and property are ensured at all stages of the process, and especially at the Supplier's retail office or at its agents' premises.
3. It is Human appeal pre-eminent obligation to protect beneficiaries' privacy and security. Therefore, the proposed financial solution and framework design should align with the Human appeal Policy on the Protection of Personal Data of Persons of Concern to Human appeal and need to reflect rules and processes, which allow for encryption and/or tokenization of beneficiary ID data.
4. All financial transfers, processes and transactions, and the underlying infrastructure need to be compliant with existing regulatory frameworks in Iraq, especially with regards to licenses granted.
5. Bids offer shall remain valid for a period of 3 Months after the date of the bid submission deadline.
6. Human Appeal Will issue payment within 30 days of receipt of invoice, by bank transfer in the post-paid services.

How to Apply

1. Completed tender documents must be send to email : prmta.tender@humanappeal.org.uk with indicate **(PR-MTA Tender)** in email subject line and **hard copy (Sealed and enclosed envelop) must hand delivered to Human appeal office, Erbil, Dream City, Building 1159, no later than 5:00 PM, 14-Jan-2024, Late bids will be rejected.**

2. **For any Clarification or Questions applicants regarding this tender should send in writing (email) to email address Procurement.iraq@humanappeal.org.uk**

Application Deadline

Deadline for request for any clarifications from Human Appeal: **12:00 PM, 11-Jan-2024.**

Deadline for submission of Tenders (closing date): **5:00 PM, 14-Jan-2024.**