RFP VOUCHER VENDOR RESPONSE SHEET

Status: Requirements that are Mandatory will be marked with a R for required and must be provided. Requirements that are Optional will be marked with a P for preferred, costing band information does not need to be provided for preferred requirements. Requirements marked with an I for information require a response from the supplier.

Please confirm if a requirement can be met or not with a YES or No response. If no, please explain why in the comments column. Additional comments and information can be provided for YES answers if you would like.

*Instructions for use: The sections (1) – (10) cannot be changed as these relate to the headings in the CBA. But the questions within the sections can be adapted or deleted and you can add new questions. There must be at least one question in each section. Text highlighted in yellow will need to be adapted to your particular operation/tender. Please use Cash in Emergencies (CiE) Toolkit Voucher Box (*[*http://rcmcash.org/toolkit/*](http://rcmcash.org/toolkit/) *) to help adapt the template to your context.*

*The current status (R/P/I) are suggestions only please change these to match your context. Remember the more mandatory requirements the most difficult it will be for FSPs to be able to meet them all which could result in a failed tender. Used R for critical requirements for vendors to be able to provide the service and P to be able to evaluate between suppliers as to who provides the best service.*

*Please delete the instruction for use and remove any yellow highlighting before including this as part of the tender package.*

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Status (X)** | **Response**  **YES/NO** | **Supplier comments & additional information** |
| 1. **Primary Business Information** |  |  |  |
| The Trader needs to be registered and possess a trading license (please provide a copy) | R | Y/N |  |
| The Trader needs to provide financial statements or another forms of assurance such as audited financial information or other externally endorsed documents that may reflect credit worthiness. | R | Y/N |  |
| Trader maintains an adequate public liability or professional indemnity policy to cover costs against any potential loss, or costs incurred as a result of any negligence on the part of a trader’s employee | R | Y/N |  |
| The Trader and attendants should be able to read and write, have good record keeping skills and accessible by mobile phone and email | R | Y/N |  |
| The Trader has financial capacity to accept bank transfers | R | n/a |  |
| The trader is willing to take part in the project and to abide by a formal agreement with the agency. | R | Y/N |  |
| The Traders will comply with humanitarian standards and the agency’s mandate (no child labour, no money laundry, no involvement in illegal trade, etc.) | R | Y/N |  |
| **(2) Previous implementation experience** | | | |
| The trader has previous experience with programmes with a humanitarian organization, such as WFP (please give details and precise if done with voucher) | P | Y/N |  |
| The trader has previous experience with the local Red Cross and Red Crescent Movement (please detail date and organization) | P | Y/N |  |
| The trader has previous experience with electronic vouchers or electronic payment programmes | P | Y/N |  |
| **(3) Size, Organization and Management** | | | |
| The trader has an established business relationship with reliable suppliers that can meet the expected increase in demand whilst maintaining a stable price / agree price for commodities (xxx) and for transportation for fairs (if applicable) | R | Y/N |  |
| The trader can form part of a network established by IFRC for voucher redemption (if using a more, smaller, independent traders) | R | Y/N |  |
| The Trader has sufficient capital/ cash flow or credit facilities to ensure a demand increase (please precise) | R | Y/N |  |
| The trader confirms it is an independent contractor, responsible for the actions of its employees or representatives and these employees or representatives will be under the sole responsibility of the Trader without any employment relationship whatsoever with IFRC | R | Y/N |  |
| The Supplier has the sole and full responsibility to perform under this Agreement and will not enter into any sub-contract or transfer to any third party any of its rights or obligations under this Agreement | R | Y/N |  |
| **(4) Understanding the Objectives of the Assignment** | | | |
| The Trader can meet all the requirements outlined in Annex 3 Scope of Work (SoW). Propose an alternative solution if this is not achievable (e.g. part of the geographical area, part of the commodity types/items etc.) | P | Y/N |  |
| **(5) Coverage** | | | |
| The Trader shop should be located within (xxx geographical area), please provide precise shop address and indicate in a map | R | Y/N |  |
| The Trader will communicate and commit to follow a set shop opening hours schedule, which the IFRC will transmit to the beneficiaries (attach if appropriate) | R | Y/N |  |
| The Trader will commit to transport and sell their goods in the targeted communities attending the schedule provided by the IFRC, this is what IFRC refers as a "fair". The minimum X items to be offered in the fair are (xxx commodities), but Trader can decide to add more depending on the demand. | R | Y/N |  |
| The trader will be able to redeem vouchers for up to XXX beneficiaries per day/week/month | R | Y/N |  |
| The Trader may not receive the total number of beneficiaries or the total amount of the value voucher. The Trader acknowledges that IFRC does not guarantee that any minimum quantities of commodities will be sold through this voucher scheme. | I | n/a |  |
| The trader will be able to redeem vouchers for up to XXX beneficiaries per fair | P | Y/N |  |
| The Trader will transport basic commodities, including XXX items, etc., to the communities indicated in the fair schedule, once/twice a month, according to the fair calendar prepared by the IFRC. This will allow the trader to open a temporary shop for 1 day in the fair location. | P | Y/N |  |
| **(6) Voucher Redemption and Reconciliation** | | | |
| The Trader agrees to attend a short training on voucher usage, and will train their employees accordingly, ensuring that roles and processes are followed correctly | R | Y/N |  |
| The Trader has enough storage capacity and resupply possibilities to respond to increase demand timely, in order to meet the expected demand of beneficiaries | R | Y/N |  |
| The Trader will be responsible for checking the beneficiary ID, the authenticity and validity of the voucher presented. Traders will not be reimbursed by IFRC for fake vouchers or people not registered with the program, out-of-date vouchers. | R | Y/N |  |
| The Trader will provide a good treatment to people enrolled in the IFRC voucher program, in line with the standards presented in the IFRC introduction and sensitization training | R | Y/N |  |
| The Trader will not discriminate in any form, any of the beneficiaries that are part of this IFRC Voucher Program | R | Y/N |  |
| The Trader will redeem the voucher against any item / list of items in their shop or fair location | R | Y/N |  |
| If the items being redeemed exceeds the value of the voucher, the Trader should be able to accept the additional amount in another form of payment | P | Y/N |  |
| Any vouchers redeemed after the mutually agreed project end date will not be reimbursed by IFRC | I | n/a |  |
| The Trader will issue two hard copy receipts in paper format / through the application provided by the IFRC (RedRose); one receipt goes to the beneficiary, as evidence of the sale, and one to IFRC for invoice reconciliation. | R | Y/N |  |
| The Trader will agree to answer Post Distribution Monitoring questionnaires | R | Y/N |  |
| The Trader agrees to implement the voucher redemption and reconciliation process as outlined in Annex 3 SoW | R | Y/N |  |
| **(7) Use of Technology (if applicable)** |  |  |  |
| The trader is willing to use the voucher software and hardware (RedRose) that IFRC will provide to redeem vouchers and to provide proof of receipt and reports | R | Y/N |  |
| The Trader agrees to attend a short training on voucher usage and the RedRose technology and will train their employees accordingly, ensuring that roles and processes are followed correctly | R | Y/N |  |
| The IFRC will loan the RedRose equipment and the Trader will be fully responsible to ensure it is used properly. For any kind of loss or damage, the Trader will be responsible to replace or repair the equipment at their own cost. | R | Y/N |  |
| **(8) Quality Standards** |  |  |  |
| The Trader complies to local (commodity e.g. food) quality standards | R | Y/N |  |
| The Trader can share its latest (commodity e.g. food) inspection certificate (please attach a copy with your response) | R | Y/N |  |
| The Trader complies to the (commodity e.g. household items ) quality standards as outlined by IFRC in Annex 3 SoW / Appendix X of this RFP | R | Y/N |  |
| The Trader will ensure the hygiene and cleanliness standards at shop and warehouse locations (clean with no rodents, well stocked and kept) | R | Y/N |  |
| The Trader will ensure the hygiene and cleanliness standards for the vehicle used to transport goods to the fair location | R | Y/N |  |
| The Trader must allow IFRC designated representative to carry out regular and unannounced monitoring visits and provide complete cooperation and transparency with the concerned personnel | R | Y/N |  |
| The Traders will accept IFRC feedback in case of deviation from the agreed contract, and resolve the issue | R | Y/N |  |
| **(9) Timeliness** | | | |
| The Trader will meet the program timeline to have the stocks available and be ready to redeem the vouchers. Propose an alternative timeline if this is not achievable. | R | Y/N |  |
| **(10) Data protection** | | | |
| The Trader will sign a confidentiality agreement with the IFRC, and will not disclose information about the beneficiaries to anyone, nor organizations, nor institutions, and if requested for information, the Trader will refer the interested party to the IFRC Focal Point | R | Y/N |  |
| In case that above mentioned requirements are not respected, the IFRC will be in position to terminate the contract with the Trader or apply a sanction according to the situation. | I | n/a |  |