Service providers – Scope of work template

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| 1. **Background and context**   Briefly describe the project (objectives, activities, locations, number beneficiaries, cash modalities, dates, amounts, etc.) and the surrounding context in one page maximum.   1. **Purpose of the services requested**   Describe the financial service requested: type of service (model of distribution, etc.), number of transfers, amount and frequency, delivery type, date and organization, expected number of transfer/beneficiary per delivery, number delivery points, timeframe delivery, monitoring and reporting, access of beneficiaries to service, etc.  Describe financial requirements: payments processed, reporting requirements, reversal remaining funds, etc.   1. **Duties of the service provider**   Describe the tasks the service provider will have to perform. E.g. identification delivery point and schedule, provision of reference number, verification identity, training and awareness, crowd management, customer service or technical focal point for ICRC, complaints mechanism, delivery cash, set-up monitoring system, reporting, collect of documents, delivery of cards, etc.  Define the timeframe and geographical coverage.   1. **Deliverables**   Detail expected outputs: amount transferred and number beneficiaries, reporting, beneficiary satisfaction, problem and conflict resolution, etc.   1. **Quality standards**   Define the quality standards applicable to the services requested.   1. **Support to be provided by the Red Cross**   Describe Red Cross’s potential roles and responsibilities, which should be further detailed in the service proposal, and can include: provision of information on beneficiaries, distribution of cards, monitoring, transfer of resources to a corporate account, VAT exemption, staff assistance, office space and equipment (if any), etc. |

Include **a preliminary time schedule of activities** and relevant reports and program related documents (if any) as annexes.

## ANNEX I: Technical proposal contents

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| 1. **Experience and capacity**  * Type of service proposed * Year of experience, experience in areas targeted * Use of sub-contractors, intermediary or outlets * Number and location of delivery points in targeted areas * Potential coverage (area covered by service – access for beneficiaries) * Daily capacity per points (amounts and number of customers) * Human resources available * Readiness and time to deliver  1. **Approach**  * Step by step procedure for the set-up of the transfer mechanism * Step by step procedure for the transfer * Step by step procedure for the creation of new agents/outlet if applicable * Requirements for ICRC: provision information, opening account, etc. * Security features and internal control processes (for transfer or withdrawal) * Process for payment of fees * Complaint procedures * Technical support * ICT system if applicable * Monitoring and reporting system * Awareness and training if applicable * Compliance with financial requirements  1. **Pricing** 2. **Respective responsibilities** (Service provider / sub-contractor / ICRC) |

## ANNEX II: EVALUATION CRITERIA

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| 1. **Experience and capacities**   Year of experience, experience in target areas, use of sub-contractors/intermediaries, number of delivery points in target areas, potential coverage and beneficiary access, daily capacity per point of delivery, time to deliver, etc.   1. **Technical criteria**   Readiness or time to set-up system, time to deliver, staff and human resources, convenience for beneficiaries (processes), convenience for ICRC (i.e. bulk transfer, processes), KYC & information requested from beneficiaries/ICRC, Security/reporting, monitoring & follow-up system, complaints and technical support system, compliance with financial requirement, transparency & accountability, reliability, etc.   1. **Costs**   Include cost of transfer, opening & maintaining account, account closure, reversal fees, production cards, monitoring & reporting, loading fees, software, charges for withdrawal for beneficiaries, etc. |