Service providers – Scope of work template

### 1. Background and context

Briefly describe the project (objectives, activities, locations, number of beneficiaries, cash modalities, dates, amounts, etc.) and the surrounding context in one page, maximum.

### 2. Purpose of the service 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 transfers/beneficiaries per delivery, number of delivery points, time-frame of delivery, monitoring and reporting, access of beneficiaries to service, etc.

Describe financial requirements: payments processed, reporting, reversal of remaining funds, etc.

### 3. 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 RCRC, complaints mechanism, delivery of cash, set-up of monitoring system, reporting, collection of documents, delivery of cards, etc.

Define the time-frame and geographical coverage.

### 4. Deliverables

Describe the detail of expected outputs: amount transferred and number of beneficiaries, reporting, beneficiary satisfaction, problem and conflict resolution, etc.

### 5. Quality standards

Define the quality standards applicable to the services requested.

### 6. Support to be provided by the Red Cross Red Crescent

Describe the Red Cross Red Crescent’ potential roles and responsibilities, which should be detailed further 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 programme-related documents (if any) as annexes.

## ANNEX I: Technical proposal contents

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| **1. Experience and capacity** |
| * Type of service proposed |
| * Years 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 |
| **2. 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/outlets if applicable |
| * Requirements: provision of information, opening of 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 |
| **3. Pricing** |
| **4. Respective responsibilities** (service provider/subcontractor/organization) |

## ANNEX II: Evaluation criteria

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| 1. **Experience and capacities** |
| Years 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 (i.e. bulk transfer, processes), KYC and information requested from beneficiaries/RCRC, security/reporting, monitoring and follow-up system, complaints and technical support system, compliance with financial requirement, transparency and accountability, reliability, etc. |
| 1. **Costs** |
| Include cost of transfer, opening and maintaining account, account closure, reversal fees, production cards, monitoring and reporting, loading fees, software, charges for withdrawal for beneficiaries, etc. |