

Webinar 21: Contracting and working with Financial Service Providers The Use of Cash & Markets in the Red Cross Red Crescent Movement 19 May 2021



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	Agenda	Speaker
3 mins	Housekeeping	David Dalgado, Cash Hub team, British Red Cross - Host
10 mins	Opening	Lucie Hamblett , Global Surge Logistics, British Red Cross
10 min	Learning from Sierra Leone Red Cross FSP Procurement	Yusufu Camara , Director Of Resource Mobilization and Communication/Cash Focal Point, Sierra Leone Red Cross
15 mins	ICRC – Nigeria, Reflections on Ethiopia & Global Approach	Solomon Edoki Ezoke , Logistician – Cash Specialist, ICRC Nigeria Niccolo Giancarli , Logistics Cash Transfers & Markets Specialist, ICRC Global
15 mins	Q&A	Questions & Answers , Speakers joined by Emma Delo , Cash and Markets, Team Manager, British Red Cross, Global Christina Mangunda , Programme Manager, British Red Cross, Sierra Leone

<https://www.linkedin.com/showcase/cash-hub>

www.cash-hub.org - Cash Helpdesk available for all RCRC Movement CVA support

Lucie Hamblett

Global Surge Logistics, British Red Cross

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Yusufu Camara,
Director Of Resource Mobilization and Communication
/Cash Focal Point
Sierra Leone Red Cross

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WORKING WITH THE FINANCIAL SERVICE PROVIDERS

ICRC NIGERIA DELEGATION

Categories of FSPs used ICRC Nigeria Delegation

1. Commercial
Banks

2. Financial
Technology
Providers*

CRITERIA FOR SELECTION

- **Price**
- **Geographical Coverage**
- **Financial Capacity**
- **Experience & HR Capacity**
- **Type of Technology available**
- **Etc.**

IMPORTANCE OF FSPS FOR NIGERIA CVA

- **Facilitate payments on our behalf**
- **Financial risk transfer**
- **Provided the infrastructures to ease CVA implementation**
- **Support BNF financial Inclusion**

*Registered as Mobile Money Operator; they use Mobile Money but for ICRC also Over the Counter distributions



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Tender Process for engaging FSP & Challenges experienced Nigeria Delegation

The Tendering Process:

1. FSPs Assessment
2. Compilation of List
3. Data cleaning
4. Review meetings
5. Pre-Bid tender meeting
6. Launch of tender
7. Offers/Analysis
8. Contracting
9. Implementation

The Tender process from FSPs assessment to signing contracts last for about 3-4 months, and is done every 2 years on average.

Challenges Experienced:

1. FSPs not being able to keep prices offered until signing of FA.
2. FSPs requesting for price adjustments in the middle of CVA implementation.
3. FSP not being able to support CVA in all locations mentioned in ToR during tendering.
4. Some FSPs not signing FA due ICRC refusal to open a bank account with them.



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ICRC NIGERIA DELEGATION CAPACITY BUILDING SUPPORT FOR FSPs

- ❖ **Regular Meetings before launching tenders to educate FSPs on our interventions operational modalities**
- ❖ **Planning meetings before activities (the importance of Focal Point)**
- ❖ **Activities mappings including locations, services and infrastructural facilities available in intervention areas.**
- ❖ **Providing necessary templates for reporting and invoicing before & after activities**
- ❖ **Orientation on Beneficiary management through experience sharing during meetings**
- ❖ **A well defined communication flow and system in place: continues phone calls and email communication throughout the contract period especially during activities implementation**

Relating Nigeria Financial Service Providers with Ethiopia for CVA.

Nigeria

VS

Ethiopia

- **More CVA experience**
- **High No of Agency services**
- **Tendering process between 3-4 months**
- **More flexibility in regulation over time**

- **ICRC CVA still Emerging**
- **Less No of Agency Services**
- **Tendering process between 5-6 months**
- **Highly regulated environment.**



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**Thank
You**





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Tendering and contracting of FSPs: 3 main (interconnected) pillars

PREPARATION: Spend more time for the set-up to save time later!

- Thorough assessment of the markets eases the Tender process
- Evaluate your resources and set-up a feasible plan
- Clear and comprehensive documentation (starting from RfT)

COORDINATION: Both internal and external!

- With the Program: to understand programmatic objectives
- With FSPs invited to tender: to explain the process and our requests
- With contracted FSPs: for smooth implementation and capacity building

CONTEXTUALIZATION: Tailor it to context and activities!

- Analyze the reality of the financial market and tailor your RfT
- Make sure you procure a service suitable for the activity implemented
- Be ready to adapt in case of changes and challenges

Questions and Answers

Please post questions in the chat,

(Stop sharing slides so video feed can be shared)

- **Lucie Hamblett**, Global Surge Logistics, British Red Cross
- **Yusufu Camara**, Director Of Resource Mobilization and Communication/Cash Focal Point, Sierra Leone Red Cross
- **Solomon Edoki Ezoke**, Logistician – Cash Specialist, ICRC Nigeria
- **Niccolo Giancarli**, Logistics Cash Transfers & Markets Specialist, ICRC Global
- **Emma Delo**, Cash and Markets, Team Manager, British Red Cross, Global
- **Christina Mangunda**, Programme Manager, British Red Cross, Sierra Leone
- **Stefania Imperia**, Knowledge Manager, Cash Hub Team
- **Cara Wilson**, Team Coordinator, Cash Hub Team