RFP FSP SUPPLIER 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) – (11) 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 the following tools from the Cash in Emergencies (CiE) Toolkit to help you adapt this template: M4\_3\_1\_1 Mobile Money Requirements Checklist; M4\_3\_1\_2 Value Card Requirements Checklist; M4\_3\_1\_3 E-transfer Requirements Checklist; M4\_3\_4\_2 Data Protection Clause Template.;*

*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 FSPs 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.*

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|  | **Status (X)** | **Response****YES/NO** | **Supplier comments & additional information** |
| **(1) Primary Business Information**  |
| Please provide a copy of registration, date of incorporation, ownerships, declaration of undertaking | R | Y/N |  |
| **(2) Implementation Experience** |
| Please state prior experience in implementing cash programme of similar nature and/or scale, with names of countries, programmes, and service recipients.  | I | Y/N |  |
| **(3) Size Organization and Management**  |
| Please provide annual turnover, total/assets/total liabilities/audited financial statements etc. (for lead FSP and for partners[[1]](#footnote-1) if applicable | R | Y/N |  |
| The Financial Service Provider is responsible for and liable for the quality of its partners. | R | Y/N |  |
| **(4) Reputation, Reliability and Solvency**  |
| Financial service provider meets industry standards for regulatory, compliance and risk management (including partners and sub-contractors). | R | Y/N |  |
| Financial service provider meets industry standards for data Protection, integrity and security (including partners and sub-contractors).  | R | Y/N |  |
| Financial service provider is fully responsible for meeting in-country legal, regulatory and currency requirements. | R | Y/N |  |
| Financial service provider offers competitive rates to the Red Cross Red Crescent and its Partners | R | Y/N |  |
| **(5) Guarantee from Government body**  |
| Please provide any information of bank guarantees or similar provided to enhance your service  | I | n/a |  |
| **(6) Fund Flow Process from IFRC to recipient**  |
| What are the minimum/maximum transfer limits or thresholds and what is the minimum/maximum level of funds that need to be in the holding account at any time? | I | n/a |  |
| Please provide information on the process and how long it will take for the funds to be available for distribution once they have been transferred from the IFRC bank account to the supplier bank account | I | n/a |  |
| **(7) Safety and Security Risks** |
| Adequate insurance and risk management mechanisms should be put in place by the FSP and will not be covered by the IFRC.  | R | Y/N |  |
| The supplier will be responsible and liable for the money until it is distributed to the recipients. The IFRC cannot take any responsibility or liability for any type of loss incurred during transport or before, during or after distribution. | R | Y/N |  |
| The use of armed escorts is not allowed for transport and distribution of IFRC funds and programmes. Please explain how the money will be transported and distributed safely and securely. | R | Y/N |  |
| The supplier is responsible for securing and transporting the money to the delivery point and setting up the cashiers. Please describe how that process will work in practice. | R | Y/N |  |
| Describe the data protection policy is in place governing management (collection, storing, processing, sharing, transfer to third parties and disposal) of beneficiary data. Please detail any local laws you must uphold with regards to data protection. | R | Y/N |  |
| The service provider is able to encrypt the data between the aid agency and the FSP and any sub-contracts | R | Y/N |  |
| **(8) Financial service provider payment product requirements** |
| Please describe your electronic cash solution, how it works, who can access it, what the requirements for access are, what language it operates in, what training can be provided for users. | I | n/a |  |
| Please descript the registration process, share a template if available. Are bulk registrations possible and if so in what format (Excel, CSV files etc.) | I | n/a |  |
| Please describe what information is required from IFRC, when and in what form for the electronic transfer to me made to our registered recipients.  | I | n/a |  |
| The service provider shall define a focal person who can provide technical support to the IFRC including trouble shooting during office hours on distribution days. | R | Y/N |  |
| Card-based tool requirements – ATM/PoS, single-load / multi-load, branded/unbranded, activation, restrictions etc.  | R/P | Y/N |  |
| On-line user interface: Can you provided a web-based, online system for managing account, simple, user-friendly, available in LANGUAGE, with IT REQUIREMENT FOR SOFTWARE/HARDWARE | R/P | Y/N |  |
| **(9) FSP Cash Disbursement abilities**  |
| Cash can be provided **now** to COMMUNITY GROUPS (e.g. nationals, non-nationals, refugees etc.) Please explain what criteria is required to do this. If not please provide approximate time lines for activities that need to be conducted before distribution can occur. | R | Y/N |  |
| Cash can be provided **now** to COMMUNITY GROUPS e.g. nationals, non-nationals, refugees etc.) With LIMITATIONS (e.g. no mobile phones, no documents, cannot leave camp etc.) Please explain what criteria is required to do this. If not, please provide approximate time lines for activities that need to be conducted before distribution can occur. | P | Y/N |  |
| Details of all checks including but not limited to: Know Your Customer (KYC), Anti-Money Laundering (AML) and anti-terrorism checks. What information and in what form do you need, what data will you share, in what format and with whom? For COMMUNITY TYPES (a) nationals and (b) non-nationals etc.  | I | n/a |  |
| Please specify if any government approval is required before being proceeding cash disbursement to COMMUNITIES/LOCATIONS (e.g. camps). If so, describe the process | I | n/a |  |
| Cash will be provided over the counter to recipients. Please confirm which denominations would be provided.  | I | n/a |  |
| Please advise how many payments per day would be processed and what volume of cash could be distributed a day.  | I | n/a |  |
| The distribution procedures shall be agreed as per the contract between the Supplier and the IFRC. The IFRC proposes to share the information for a distribution (location, number of beneficiaries, cash grant values) with the supplier X days before the distribution. Please share your standard distribution procedures or outline how this process will work including information required. Confirm if you can meet the proposed timelines and if not please propose timelines you could meet. | R | Y/N |  |
| Acceptance of monitoring during distributions by IFRC and/or a third party | R | Y/N |  |
| Any undistributed funds at the end of (a) a distribution (b) a phase and (c) the project shall be reverted to the IFRC as per the terms and conditions of the contract. | R | Y/N |  |
| **(10) Coverage**  |
| Financial service provider must be able to provide cash in at least one / some / all LOCATIONS | R | Y/N |  |
| Financial service provider provides a high level of access in LOCATIONS. Give indicative numbers of branches, cash-out agents, microfinance partners, mobile banking, other (please specify) etc. Financial service provider provides a high level of access in COMMUNITIES/LOCATIONS  | R | Y/N |  |
| Please provide information on any geographical areas (specify level of detail) where the PRODUCTS / DELIVERY MECHANISMS will not function or has limited coverage | I | n/a |  |
| Inform what are the operating hours and days to disburse the cash in each COMMUNITY/LOCATION (state the village/camp name)  | I | n/a |  |
| TYPE OF NATURAL DISASTER (e.g. flooding, monsoon etc.) contingency plans. Please explain how access levels will be affected by seasonal weather and which if any geographical areas you might not be able to service or would have limited coverage. Please describe your contingency plans and alternative solutions for people to receive their money, for example during NATURAL DISASTER season. Respective areas are LOCATIONS | I | n/a |  |
| **(11) Other / Added value FSP activities**  |
| Training Capabilities: staff & volunteers / community  | R/P | Y/N |  |
| Technical Support – please describe the technical support for Red Cross Red Crescent staff in managing the payment tool. | R | Y/N |  |
| Customer service capabilities: helpline, addressing issues, languages, providing statistics etc. please describe the service available  | P | Y/N |  |
| Other – if you have financial inclusion / mass communication services / innovative solution etc. please describe how this works  | I | n/a |  |
| **(12)** **FSP Reporting and Reconciliation Abilities** |
| The supplier shall distribute cash grants and allow the beneficiary sufficient time to count the funds received in a safe/private location agreed upon with IFRC and FSP. Each beneficiary will sign the distribution list as proof of receipt. The distribution list (Identification Number, name, amount and signature) will be provided by IFRC. A copy of the receipt will later be provided to the IFRC. | R | Y/N |  |
| For 1. Cash Disbursement. At the end of each distribution, a daily distribution and reconciliation report is signed by IFRC and FSP. The FSP shall submit on the day of the distribution:1. Daily Reconciliation Report in English provided by IFRC
2. Supporting documentation: collected token and distribution list signed

If the deadline is not achievable, please provide an alternative | R | Y/N |  |
| For 2. Electronic cash. Financial service provider **must** provide (i) an Official a Proof of Payment Record with name/reference number, data and value. The Financial Service provider **could** provide a report on total amount 1. Received from IFRC 2. Transferred to beneficiaries 3. Total spent by beneficiaries 4 Balance unspent by beneficiaries | RP | Y/NY/N |  |
| The FSP shall submit on a weekly or monthly basis a consolidated report with the following data:1. Consolidated distribution report
2. Service fee invoice
 | R | Y/N |  |
| Financial service provider has the ability to produce electronic status statements and engage in reconciliation processes with the IFRC. | P | Y/N |  |
| **Miscellaneous** |
| Financial service provider can provide all prices for the service in the Pricing Template | R | Y/N |  |
| Please confirm that you can meet the deadlines for implementation outlined in the SoW. If not please provides an alternative timeline for implementing the cash assistance  |  |  |  |

1. Depending on the situation we might need to evaluate the FSP partners as well as the FSP so adapt the questions in the template accordingly. [↑](#footnote-ref-1)