RFP FSP SUPPLIER RESPONSE SHEET

Status: Requirements that are Mandatory will be marked with an 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 not, please explain why in the comment column. Additional comments and information can be provided for YES answers if you would like.

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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 the recipient** | | | |
| What is 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 the 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 be 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 troubleshooting during office hours on distribution days. | R | Y/N |  |
| Online user interface: Can you provide a web-based, online system for managing account, simple, user-friendly, available in local LANGUAGE, with IT REQUIREMENT FOR SOFTWARE/HARDWARE | R/P | Y/N |  |
| **(9) FSP Mobile Money Disbursement abilities** | | | |
| Mobile Money can be provided **now** to Targeted Groups (e.g., nationals, non-nationals, refugees, etc.) Please explain what criteria is required to do this. If not please provide approximate timelines for activities that need to be conducted before distribution can occur. | R | Y/N |  |
| Mobile Money can be provided **now** to Targeted 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 timelines for activities that need to be conducted before distribution can occur. | P | Y/N |  |
| Details of all checks include but are 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 Mobile Money disbursement to target communities in 38 provinces. If so, describe the process | I | n/a |  |
| Mobile money will be provided to registered beneficiaries. Please confirm which denominations would be provided. | I | n/a |  |
| Please advise how much cash per day would be processed and what volume of cash could be distributed a day. | I | n/a |  |
| The distribution procedures shall be agreed upon as per the contract between the service provider and the IFRC. The IFRC proposes to share the information for a distribution (location, number of beneficiaries, cash grant values) with the supplier …….. days before the distribution. Please share your standard distribution procedures or outline how this process will work including the 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 the distribution shall be reverted to the IFRC as per the terms and conditions of the contract. | R | Y/N |  |
| **(10) Coverage** | | | |
| The financial service provider needs to specify the number of provinces cover under the Framework agreement | R | Y/N |  |
| The financial service provider provides a high level of access in targeted LOCATIONS. Give indicative numbers of branches, cash-out agents, microfinance partners, mobile banking, other (please specify), etc. | R | Y/N |  |
| Please provide information on any geographical areas (specify the 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 targeted LOCATION. | 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. Mobile money 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 FSP 2. Supporting documentation: collected token and distribution list signed   If the deadline is not achievable, please provide an alternative | R | Y/N |  |
| For 2. Mobile money. The financial service provider **must** provide (i) an Official Proof of Payment Record with name/reference number, date, and value. The Financial Service provider **could** provide a report on the total amount 1. Received from IFRC 2. Transferred to beneficiaries 3. Total spent by beneficiaries 4 Balance unspent by beneficiaries | R  P | Y/N  Y/N |  |
| The FSP shall submit after each distribution a consolidated report with the following data:   1. Consolidated distribution report 2. Service fee invoice | R | Y/N |  |
| The financial service provider has the ability to produce electronic status statements and engage in reconciliation processes with the IFRC. | P | Y/N |  |
| **Miscellaneous** | | | |
| The financial service provider can provide all prices for the service in the Pricing Template | R | Y/N |  |

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)