

# Scope of Work

## MONEY SERVICE PROVISION, MSP.

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### 1. Introduction

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The International Federation of Red Cross and Red Crescent Societies (IFRC or “the Federation”) is the world’s largest volunteer-based humanitarian network. The Federation is a membership organization established by and comprising of its member National Red Cross and Red Crescent Societies. Along with National Societies and the International Committee of the Red Cross (ICRC), the Federation is part of the International Red Cross and Red Crescent Movement.

The overall aim of the IFRC is “to inspire, encourage, facilitate, and promote at all times all forms of humanitarian activities by National Societies with a view to preventing and alleviating human suffering, thereby contributing to the maintenance and promotion of human dignity and peace in the world.” It works to meet the needs and improve the lives of vulnerable people before, during and after disasters, health emergencies and other crises.

The Federation is served by a Secretariat based in Geneva, with regional and country offices throughout the world. The Secretariat is led by the IFRC Secretary General and provides the central capacity of the International Federation to serve, connect, and represent National Societies. The Secretariat’s focus includes providing support to the IFRC governance mechanisms; setting norms and standards; providing guidance; ensuring consistency, coordination, and accountability for performance; knowledge sharing; promoting collaboration within and respect for the RCRC Movement; and expanding engagement with partners. The Secretariat’s headquarters is organized in three main business groups: (i) Partnerships, including Movement and Membership; (ii) Programmes and Operations; and (iii) Management Services.

As a network of 192 National Red Cross and Red Crescent Societies across the world, IFRC has been active since 1990 in Afghanistan where its country delegation enjoys a status agreement as an International Organization. The office operates as a technical support and collaboration platform to support ARCS development and outreach, with a strong focus on improving coordination and developing cooperation with Red Cross Red Crescent Movement and non-Movement actors. IFRC has been supporting Afghan Red Crescent Society (ARCS) in CVA implementation since 2019. ARCS, under its CVA operation, has provided lifesaving assistance to disaster-affected people in all 34 provinces of Afghanistan.

With the current country situation, IFRC intends to partner with suitable money service providers (MSP) in delivering the needed cash. The MSPs are requested to share detailed proposals mentioning their cash delivery solutions along with their outreach, (# of retailers in the mentioned provinces/branches) past experiences within humanitarian sector, as well as with ARCS/IFRC, service charges, steps to mitigate liquidity issues at retailers’ level, support in far flung and rural settlement, and ensuring transparency in the process.

### 2. Scope of Services

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The Scope of the Terms of Reference is the delivery and distribution of money to designated beneficiaries, supplier(s), and staff on behalf of the International Federation of the Red Cross and Red Crescent Societies, IFRC.

The Objective of the Money Service Provision is to avail cash transfers and deliveries to various stakeholders, suppliers and third parties within Afghanistan.

- The IFRC will enlist the services of the Money Service Provider (MSP) on need basis.
- All rates and commissions will be paid by IFRC exempt from any other taxes.
- The Service Provider will be expected to present Invoices per Request of any Money Transfer transaction commissions to IFRC for payment.
- The Service Provider will be expected to deliver and or make payment on behalf of IFRC within 8 Hours upon receipt of such request.
- Additional services may be added during the course of the ensuing contract. Any such additions will form part of the original contract.

### 3. Modalities for Service Request and Delivery

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3.1. Requests for money transfer will be requested by IFRC in writing and/or by issuance of a duly approved purchase order.

3.2. The Service Provider upon receiving the Request and or instructions from IFRC will process and deliver the Money to the stated location.

- 3.3. The Service Provider shall carry out its obligations with all due diligence, efficiency, in timely manner and in accordance with generally accepted professional methodologies and practices.
- 3.4. The rights and obligations of IFRC will be strictly limited to the terms and conditions highlighted in the ensuing Contract.
- 3.5. Upon receipt of the delivery or payment instructions from IFRC, the Service Provider shall be required to securely avail the money at the stated location.
- 3.6. The Service Provider will be responsible for delivery of the money to IFRC designated locations and/or beneficiaries.
- 3.7. Liabilities and risks during the course of effecting the transactions will be borne by the Service Provider until delivery is completed and confirmation obtained.
- 3.8. The Service Provider shall perform the services with due diligence and ensure that before any payments and or deliveries are made, it confirms payment instructions with IFRC.
- 3.9. The representatives of both Parties shall be required to carry out reconciliation of all the payment instructions on a monthly basis that shall indicate a status of the payments made, and those that are uncollected.

#### **4. Obligations and Responsibilities:**

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##### **IFRC:**

- 4.1. Applying the prevailing Bank Rates as advised from time to time at the time of requesting and receiving the instructions.
- 4.2. Providing in writing a list of its authorized signatories mandated to issue instructions to the Service Provider as well as the email addresses from which instructions will be issued and received.

##### **The Service Provider:**

- 4.3. The Service Provider, upon receiving the instructions, will process the payment and make arrangement to pay and or deliver to the stakeholder, supplier or beneficiary as requested by IFRC.
- 4.4. Upon receipt of the payment instruction from **IFRC**, the Service Provider will be required to securely transport cash to the intended stakeholder, supplier or beneficiary following the instructions within a maximum 3 days.
- 4.5. The Service Provider will perform the services and carry out its obligations with all due diligence, on time, and by generally accepted professional techniques and practices.
- 4.6. The Service Provider will be required to act, in utmost good faith, at the best interests of IFRC and use its best efforts to support and safeguard **IFRC's** legitimate interest.
- 4.7. The Service Provider will be required to perform the services with due diligence and shall confirm payment instructions with the authorized persons above before completing the transaction.

#### **5. Terms of Payment.**

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Payments will be made to the The Service Provider's Bank Account within 30 days of presentation of Invoice and accompanying documents.

##### **5.1. Process and Reconciliations:**

The process of requesting and effecting the payments will be as follows:

- I. IFRC will send Request through email to the Service Provider's email address.
  - II. IFRC will attach a formal Cash Request
  - III. The Service Provider will then confirm receipt of request indicating the time of delivery.
- 5.2. The representatives from IFRC and the Service Provider will be required to conduct monthly reconciliations of all payment instructions.

#### **6. Sub-Contracting by Service Provider**

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The Service Provider may under certain circumstances assign or sub-contract some of its duties and obligations under the ensuing agreement to reputable agents with whom they have a working relationship. However, the Service Provider will not be released from its obligations from the ensuing agreement.

The Service Provider shall remain fully responsible to the Contracting Authority for the acts and omissions of his sub-Service Providers, if any, and of persons either directly or indirectly employed by them just as if such acts and omissions were done by persons directly employed by the Service Provider.