

# INVITATION TO TENDER

## South Sudan Country Office

### 14<sup>th</sup> June 2024

### ITT/SSD/JP/FSP/2024/010

### CASH & VOUCHER ASSISTANCE (CVA) SERVICES

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**SUBMISSION DEADLINE: <<17:00 ON 12<sup>th</sup> July 2024>>**

**PRE-SUBMISSION CLARIFICATION MEETING: <<14:00 18<sup>th</sup> June 2024>>**

**QUESTIONS / CLARIFICATIONS: [Southsudantenders@savethechildren.org](mailto:Southsudantenders@savethechildren.org)**

**FORMAT FOR SUBMISSION: [BIDDER RESPONSE DOCUMENT](#)**

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#### **PART 1: INVITATION TO TENDER**

- Introduction to SCI
- Project Overview and Requirements
  - Award Criteria
- Instructions & Key Information

#### **PART 2: CORE REQUIREMENTS AND SPECIFICATION**

Detailed description of SCI's specific requirements (e.g. volumes, delivery dates / locations, product specifications etc).

#### **PART 3: BIDDER RESPONSE DOCUMENT**

Template to be used to submit response to this Invitation to Tender.

## PART 1 – INVITATION TO TENDER

### 1. INTRODUCTION TO SAVE THE CHILDREN

SCI is the world’s leading independent organisation for children. We save children’s lives; we fight for their rights; we help them fulfil their potential. We work together, with our partners, to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

**Our Vision** – a world in which every child attains the right to survival, protection, development and participation.

**Our Mission** – to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

We do this through a range of initiatives and programmes, to:

- Provide lifesaving supplies & emotional support for children caught up in disasters (e.g. floods, famine & wars).
- Campaign for long term change to improve children’s lives.
- Improve children’s access to the food and healthcare they need to survive.
- Secure a good quality education for the children who need it most.
- Protect the world’s most vulnerable children, including those separated from their families because of war, natural disasters, extreme poverty or exploitation.
- Work with families to help them out of the poverty cycle so they can feed and support their children.

For more information on the work we undertake and recent achievements, visit our [website](#).

### 2. PROJECT OVERVIEW

Item	Description
<b>Description of Goods / Services</b>	
<b>Outcome of Tender</b>	<i><b>Framework Agreement (Fixed Price or Non-Fixed Price)</b> – the successful supplier(s) will be awarded a ‘Framework Agreement’. Within the Framework Agreement the terms of supply (e.g. indemnities, liabilities, warranties etc.) shall be agreed, as will the conditions of supply (e.g. specifications, lead times etc.). The Framework Agreement does not commit SCI to any purchases or specific volumes. Any future purchases which will be completed under separate Purchase Orders which will be governed and linked to the original Framework Agreement.</i>
<b>Duration of Award</b>	<i>Two Years</i>

Further detail on the specific requirements of the project (e.g. volumes, dates, specifications etc.) can be found in [Part 2 \(Core Requirements & Specifications\)](#) of this Tender Pack.

### 3. AWARD CRITERIA

SCI is committed to running a fair and transparent tender process and ensuring that all bidders are treated and assessed equally during this tender process. Bidder responses will be evaluated against four weighted categories of criteria: Essential Criteria, Sustainability Criteria, Capability Criteria, and Commercial Criteria.

#### 3.1 ESSENTIAL CRITERIA

Criteria which bidders **must** meet in order to progress to the next round of evaluation. If a bidder does not meet any of the Essential Criteria, they will be excluded from the tender process immediately. These criteria are scored as 'Pass' / 'Fail'.

#### 3.2 SUSTAINABILITY CRITERIA (10%)

Criteria used to evaluate the impact a supplier has on the environment, local economy and community. Bids will be evaluated against the same pre-agreed Criteria.

#### 3.3 CAPABILITY CRITERIA (60%)

Criteria used to evaluate the bidders' ability, skill and experience in relation to the requirements. Bids will be evaluated against the same pre-agreed Criteria.

#### 3.4 COMMERCIAL CRITERIA (30%)

Criteria used to evaluate the commercial competitiveness of a bid. Bids will be evaluated against the same pre-agreed Criteria.

### 4. VETTING

Successful bidders must be successfully vetted. This involves checking bidders and key personnel against Global Watch Lists, Enhanced Due Diligence Lists and Politically Exposed Persons Lists.

The vetting of bidders will be completed after the award decision and prior to any contract being signed, or orders placed. If any information provided by the Bidder throughout the tender process is proved to be incorrect during the vetting process (or at any other point), SCI may withdraw their award decision.

### 5. BIDDER INSTRUCTIONS

#### 6.1 TIMESCALES

Activity	Date
Issue Invitation to Tender	<<14 <sup>th</sup> June 2024>>
Pre-Submission Clarification Meeting	<<18 <sup>th</sup> June 2024>>
Deadline for questions from Bidders	<<10 <sup>th</sup> July 2024>>
Deadline for Bid Submission	<<12 <sup>th</sup> July 2024>>
Bid Clarifications	<<1 <sup>st</sup> August 2024>>
Award Contact	<<20 <sup>th</sup> August 2024>>

The above dates are for indicative purposes only and are subject to change.

#### 6.2 SUBMISSION FORMAT & BIDDER RESPONSE DOCUMENT

Bidders wishing to submit a bid **must use the Bidder Response Document template in [Part 3](#) of this Tender Pack**. Any bids received using different formats, or incomplete bids, will not be accepted.

This document allows bidders to submit all the required information and be evaluated fairly and equally against the Essential, Capability and Commercial Criteria. Bidders may also be required to submit supporting documentation. Further instructions can be found within the document in Part 3 of this pack.

Bids can be submitted by either:

### Electronic Submission via ProSave

- Submit your response in accordance with the guidance provided in the below document:



Bidding on a Sourcing Event.pptx

### Electronic Submission via Email

- Email should be addressed to [South Sudan Tender](mailto:SouthSudanTender@savethechildren.org) at [Southsudentenders@savethechildren.org](mailto:Southsudentenders@savethechildren.org)
- Note – this is a sealed tender box which will not be opened until the tender has closed. Therefore, do not send tender related questions to this email address as they will not be answered.
- The subject of the email should be “ITT/SSD/JB/FSP/2024/010”/Bidder Response – ‘Bidder Name’, ‘Date’.
- All attached documents should be clearly labelled so it is clear to understand what each file relates to.
- Emails should not exceed 15mb – if the file sizes are large, please split the submission into two emails.
- Do not copy other SCI email addresses into the email when you submit it as this will invalidate your bid.

### Paper Submission

- Two paper copies submitted on headed paper to Save the Children Office, Hai Malakal, Juba South Sudan
- Bids should be submitted in a single sealed envelope addressed to [South Sudan Tender](mailto:SouthSudanTender@savethechildren.org)
- The envelope should clearly indicate the Invitation to tender reference number (ITT/SSD/JB/FSP/2024/010) but contain no other details relating to the bid or the bidder’s name.
- All supporting documentation should be labelled and grouped together (individual envelopes, stapled etc), and then included in a single sealed envelope as per the above.

## 6.4 CLOSING DATE FOR BID SUBMISSION

Your bid must be received, no later than **<<17:00 & 12<sup>th</sup> July 2024>>**.

Bids must remain valid and open for consideration for a period of no less than 60 days.

## 6.5 KEY CONTACTS

All questions relating to the tender should be sent via email to:

Name	Email Address
ITT/SSD/JB/FSP/2024/010	<a href="mailto:Southsudentenders@savethechildren.org">Southsudentenders@savethechildren.org</a>

Please be advised local working hours are from **8:00Am to 5:00Pm** Please allow up to **21** days for a response.

Where the enquiry may have an impact on other bidders within the process, Save the Children will notify all other Bidders to maintain a fair and transparent process.

## PART 2 – CORE REQUIREMENTS & SPECIFICATIONS

For the purpose of this document, Cash and Voucher Assistance (CVA) refers to all programs where cash transfers or vouchers for goods or services are directly provided to recipients (individuals, household or community recipients, not to governments or other state actors).

### 1. **SPECIFIC REQUIREMENTS**

Save the Children works in development and humanitarian contexts with children and partners to help families, communities, and governments identify and use innovations to ensure all children survive, learn and are protected. Save the Children has been driving change for girls and boys and their families in South Sudan since 1989. In the last 30 years, we provided support to children through development and humanitarian programs delivered both directly and through local partners.

Currently, Save the Children is implementing emergency and recovery programs that include cash transfers to vulnerable communities in South Sudan. Through the Cash transfer programs, Save the Children has been responding to the recurrent shocks by providing lifesaving cash support to meet the short-term needs of over 50,000 people in Jonglei, Upper Nile, Northern Bahr El Ghazal, Eastern Equatoria States and Abeyi Administrative Areas.

Save the Children employs different cash delivery mechanisms to pay its suppliers, incentive workers and staff either through cash in envelope and mobile money transfer and due to the increasing demand to improve service timely delivery this service, Save the Children seeks interested financial service provider(s) for the provision of quality and timely delivery of cash through a contractual framework agreement.

### 2. **SERVICE DESCRIPTION**

Interested applicants should have the renewed/valid licence to operate and experienced in the provision of cash and voucher assistance delivery to the beneficiaries in different parts of South Sudan. Service provider companies who have functional branches/agencies with wide geographical coverages in the country are highly encouraged to apply.

#### ***Brief product / service descriptions***

The service to be delivered is cash transfer services as defined in the specification below.

#### **Expected quality standards.**

- Timely disbursement of cash to registered Save the Children beneficiaries in various field locations.
- Timely payment of Save the Children staff and contracted vendors.
- Timely delivery of program case to designated Save the Children field offices and Juba Country Office.
- Efficient and complete processing of all payment instructions within acceptable turnaround times, including timely provision of proof of payment, reconciliation of transactions and all necessary reporting.
- Quick responses to all SCIs' queries with excellent customer care service.
- It is SCI's pre-eminent obligation to protect beneficiaries' privacy and security. Therefore, the proposed financial solution and framework design should align with the SCI Policy on the Protection of Personal Data of Persons of Concern to SCI and need to reflect rules and processes, which allow for encryption and/or tokenization of beneficiary ID data.

All financial transfers, processes and transactions, and the underlying infrastructure need to be compliant with existing regulatory frameworks in South Sudan. especially with regards to licenses granted by the government,

taxation, Know Your Customer procedures (KYC), Anti-Money-Laundering (AML), Anti-Terror-Financing (ATF), Data and Privacy laws and mandatory security standards and/or requirements.

The service provide will provide the following services including;

- The ability to make payments through cash to all registered beneficiaries in all locations of where SCI operations in a timely and efficient manner.
- Process payment for all SCIs vendors in some of the most remote locations.

Pre-finance all payments and seek refund upon submission of an invoice and adequate supporting documents. The agent should be willing to invest substantial amount of working capital to finance operations.

## PART 3 – BIDDER RESPONSE DOCUMENT

### 1. INTRODUCTION

This document **MUST BE USED** by Bidders wishing to submit a bid. It is linked into 5 sections detailed below:

- [Section 1 – Essential Criteria](#)
- [Section 2 – Capability & Sustainability Questions](#)
- [Section 3 – Commercial Questions](#)
- [Section 4 – Bidder Submission Checklist](#)

**The Bidder is required to sign a copy of the Check list in Section 4 as part of their submission.**

### 2. INSTRUCTIONS

Within each section there are instructions providing guidance to the bidder on what information is required. This guidance details the **MINIMUM** requirements expected by SCI. If a Bidder wishes to add further information, this is acceptable, but the additional information should be limited to only items that are relevant to the tender.

- For the avoidance of doubt, bidders are required to complete all items within the Bidder Response Document unless clear instruction is provided otherwise.
- If a Bidder does not complete the entire Bidder Response document, their submission may be declared void.
- If a Bidder is unable to complete any element of the Bidder Response Document, they should contact Save the Children through the using the contact details provided for guidance.

By submitting a response, the bidder confirms that all information provided can be relied upon for validity and accuracy.

## SECTION 1 - ESSENTIAL CRITERIA

**INSTRUCTIONS – Bidders are required to complete all sections of the below table.**

Item	Question	Bidder Response	
<b>1</b>	<p>SCI has attached a FWA template for Cash Transfer Payment services to this bidding document. Please confirm you accept the document by writing Yes in the Bidder response column.</p> <p>If you don't accept it in full, please state No and you must submit a marked-up version of the FWA template stating how you are wishing to modify the existing clauses.</p>	<b>Yes / No</b>	<b>Comments / Attachments</b>
<b>2</b>	<p>The Bidder and its staff (and any sub-contractors used) agree to comply with: SCI's Supplier Sustainability Policy [set out under Section 4 of this document] throughout this process and during the term of any future contract awarded.</p>	<b>Yes / No</b>	<b>Comments</b>
<b>3</b>	<p>The bidder confirms they are not a prohibited party under applicable sanctions laws or anti-terrorism laws or provide goods under sanction by the United States of America or the European Union and accepts that SCI will undertake independent checks to validate this.</p>	<b>Yes / No</b>	<b>Comments</b>
<b>4</b>	<p>The Bidder confirms it is fully qualified, licensed and registered to trade with Save the Children (including compliance with all relevant local Country legislation).</p> <p>This includes the Bidder submitting the following requirements (where applicable):</p> <ul style="list-style-type: none"> <li>- Copy of Certificate of Incorporation</li> <li>- Copy of Tax Registration Certificate</li> <li>- Copy of valid Business Trading Certificate</li> <li>- Copy of Valid Regulatory License in South Sudan</li> <li>- Copy of Valid Tax Compliance Certificate</li> </ul>	<b>Yes / No</b>	<b>Comments</b>
		<b>Requirement</b>	<b>Bidder Response / Attachments</b>
		<b><i>Certificate of Incorporation</i></b>	
		<b><i>Tax Registration Certificate</i></b>	
		<b><i>Business Trading Certificate</i></b>	
		<b><i>Regulatory License</i></b>	
		<b><i>Tax Compliance Certificate</i></b>	

## SECTION 2 – CAPABILITY QUESTIONS (including Sustainability)

This section is divided into four sub-section which each bidder must compete – given the complexity of some CVA services bidders can use their discretion to provide additional information to explain their services.

- 1. Experience**
- 2. Geographic Coverage**
- 3. Operations**
- 4. Sustainability**

Item	Question	Bidder Response
<b>Section 2.1 Experience providing CVA Services</b>		
1	Tick which services your organisation can offer to SCI?	Mobile Money (i.e. transfers using e-wallets on mobile phones) [ <input type="checkbox"/> ]  Mobile banking (i.e. access to banking services via a phone app) [ <input type="checkbox"/> ]  Electronic Voucher (eVoucher) [ <input type="checkbox"/> ]  Bank Account linked debit card (specify whether Point of Sale (PoS) payments are possible) [ <input type="checkbox"/> ]  Prepaid cards or ATM cards (specify whether PoS payments are possible) [ <input type="checkbox"/> ]  Cheques Physical Cash Withdrawal (over the counter) [ <input type="checkbox"/> ]  Physical Cash Delivery/Withdrawal (at a field site) [ <input type="checkbox"/> ]  Other, please specify [ <input type="checkbox"/> ]  Other (please specify) _____
2	For the services that you can offer (ticked in question 1) confirm the total value of funds you have transferred to	



	<p>recipients/ beneficiaries/ customers under UN/ INGO/ NGO funded projects in the last three years.</p> <p>If you offer more than one delivery mechanism confirm for each.</p>	
3.	Provide the name and contact details of two references (ideally from UN or INGO or NGO) that you have delivered Cash and or Voucher Assistance services to	
4.	Explain how your services meet the needs of SCI (as detailed above in the services description section) and what your competitive advantage is over other organisations	

### Section 2.2 Geographic Coverage

1. Geographic Coverage	Confirm your geographic coverage indicating (as applicable to the services you are offering) the number of physical branches, ATMs, Cash Agents, point of sale vendors. Provide as much detail as possible for us to understand your capability in each area.
<b>Locations</b>	<b>Bidder Response</b>
<b>Kapoeta North County (8 Bomas of 6-Payams) at SCI supported facilities</b>	
<b>Kapoeta South County (8 Bomas of 7-Payams) at SCI supported facilities</b>	
<b>Kapoeta East County (7 Bomas of 3-Payams) at SCI supported facilities</b>	
<b>Torit County (65 Bomas of 5 Payams) at SCI supported facilities</b>	
<b>Bor County (20 Bomas of 6-Payams) at SCI supported facilities</b>	

Nyirol County (5 Bomas of 5-Payams) at SCI supported facilities		
Maban County (1 Bomas of 1-Payams) at SCI supported facilities		
Renk County (3 Bomas of 2-Payams) at SCI supported facilities		
Akobo West County (7 Bomas of 5-Payams) at SCI supported facilities		
Akobo East County-Detail of Bomas and Payams in the attached excel sheet.		
Nuba Mountains -Kumo		
Item	Question	Bidder Response
2. Expansion	<p>If required to expand your services to new geographies confirm</p> <ol style="list-style-type: none"> <li>1. Is this possible?</li> <li>2. Under what circumstance (e.g. amount of funds, number of recipients) would you be able to expand</li> </ol> <p>If you have full market coverage already do not complete this question.</p>	

**NB! Please note that the specific locations for cash deliveries in the mentioned counties can be found in the attached Excel sheet, detailing the actual locations for SCI volunteers, teachers, and health workers.**

**Section 2.3. Operations**

<p><b>1. Mobilising (from signing an FWA to being ready to disburse funds)</b></p> <p>The supplier should submit a project plan for mobilisation of services.</p> <p>Key steps may include, e.g.:</p> <p>Collection of key information            Creation of accounts and sub-accounts            Beneficiary identification requirements            Delivery of required technology / infrastructure            Activation of accounts/ cards</p> <p>Where possible, provide examples of the internal controls your organisation performs under the different activities.</p> <p>You can submit Standard Operating Procedures or Operations Manual to support this question.</p>	<p><b>Activity</b></p>	<p><b>Detail (include any key requirements)</b></p>	<p><b>Who does this (SCI or Supplier or other e.g. regulator)</b></p>	<p><b>How long does it take?</b></p>
<p><b>2. Distributing (SCI transferring fund to the supplier through to recipients getting their entitlement (money, voucher))</b></p> <p>The supplier should submit a project plan for fund disbursement.</p> <p>This plan should cover steps from when mobilisation is complete, and we</p>	<p><b>Activity</b></p>	<p><b>Detail (include any key requirements)</b></p>	<p><b>Who does this (SCI or Supplier or other e.g. regulator)</b></p>	<p><b>How long does it take?</b></p>

<p>are preparing for our first fund transfer until the beneficiaries have received funds).</p> <p>This project plan will be scored based on its completeness, how clear the explanation of each step is and whether the timelines seem realistic.</p> <p>Where possible, provide examples of the internal controls your organisation performs under the different activities.</p> <p>You can submit Standard Operating Procedures or Operations Manual to support this question.</p>				

<i>Item</i>	<i>Question</i>	<i>Bidder Response</i>
<b>Section 2.3 Operations</b>		
3. Reporting	To what extent is SCI able to directly monitor and produce reports on the progress of distributions as they are occurring from your platform? Explain your organisation's ability to monitor report and provide data to SCI about fund being disbursed, withdrawn or used. Please specify timeframes for this process	
4. Reconciliation and return	How will the supplier reconcile and report to SCI the funds not withdrawn/ utilised and can those funds be returned to SCI. Explain the process and timeframes.	

5. IT Security	<p>If successful in initial evaluation, SCI will require you to complete an IT Security Assessment form – confirm this is acceptable.</p> <p>In addition, please confirm if you operate to any IT Security standards or regulations – provide details.</p>	
6. Data Protection	<p>Safeguarding beneficiary data is of utmost importance to SCI – advise what data protection standards or regulations you comply with and how you will safeguard data flows between your organisation/ agents and SCI</p>	

Item	Question	Bidder Response
<b>Section 2.4 Sustainability</b>		
1. Local business	<p>Would you describe your organisation as “local” to the geographies listed in section 2.2 above? If so, demonstrate how you are a local business with reference to ownership structure?</p>	
2. Financial inclusion	<p>SCI values sustainable businesses that support local communities and people. Please explain how your organisation or services support the financial inclusion of vulnerable groups.</p>	

## SECTION 3 – COMMERCIAL QUESTIONS

The supplier should submit in Section 3 a full breakdown of costs related to the services being proposed in Section 2. *Note – SCI as a non-for-profit organisation and we urge financial service providers to absorb, waive or minimise fees wherever possible to support the communities in which you operate.*

Description of Services	Service Charge (USD) %	Service Charge (SSP) %	Additional Comments
Cash disbursements to incentive workers/volunteers at field locations – health facilities /school level ( <b><i>refer to geographical coverage</i></b> )			
Cash disbursements to program beneficiaries (cash transfer program) at field level – last mile ( <b><i>refer to geographical coverage</i></b> )			
Supplier's payments at Save the Children field locations ( <b><i>refer to geographical coverage</i></b> )			
Cash Drop at Save the Children field offices.			
Cash Drop at Save the Children Juba Office.			
Mobile Money payments – through GSM Platform ( <b><i>refer to geographical coverage</i></b> )			

**Section 3.1 – Cost Proposal**

1. <b>Supplier should submit all costs related to account set-up, card/account issuance, funds transfer, cash-out, project management, reporting or any other fees related to the services being provided.</b>	<i>Cost Item (e.g. card issuance, cash-out fee)</i>	<i>Cost amount</i>	<i>Unit of Measure</i>	<i>Comments</i>

Note – supplier should include fees/costs to SCI and to recipients, whether they are being charge by your organisation or agents (if appropriate).

2. Volume Discounts/Pricing  
Supplier should indicate how pricing varies based on the volume of recipients/cash.

3. SCI will transfer to the supplier in <<USD >> currency- confirm this is acceptable?

4. Confirm whether you are able to offer commercial invoices to the services, you provide?	
5. Do you require SCI to transfer funds to you before you disburse funds to recipients?	
6. Confirm if prices are fixed for the duration of this FWA	

## SECTION 4 – BIDDER SUBMISSION CHECKLIST

**We, the Bidder, hereby confirm we have completed all sections of the Bidder Response Document:**



No	Section	Please Tick
1.	Section 1 – Essential Criteria	
2.	Section 2 – Capability & Sustainability Questions	
3.	Section 3 – Commercial Questions	

**We, the Bidder, confirm we have uploaded all of the required information and supporting evidence:**  
(Please add any additional documents you are submitting in the table below)

Section	Required Document / Evidence	Please Tick
<b>Essential Criteria Evidence</b>	Copy of Certificate of Incorporation	
	Copy of Tax Registration Certificate	
	Copy of valid Business Trading Certificate	
	Copy of Valid Regulatory License in South Sudan	
	Copy of Valid Tax Compliance Certificate	
<b>Capability (and sustainability) Criteria Evidence</b>	Completed Bidder Response Document	
	Copies of Audited Financial Statements (2022-2023)	
	Geographical Presence Coverage in South Sudan	
	List of Agent Networks in South Sudan	
	Copy of Company Governance Structure	
<b>Commercial Criteria Evidence</b>	Financial Proposal – Rate Rack.	





We, the Bidder, hereby confirm we compliance with the following policies and requirements:		
Policy	Policy / Document	Signature
Terms & Conditions of Bidding	 1. Terms & Conditions of Bidding	
Terms & Conditions of Purchase (referred to in Section 1 Question 1)	 SC-C-06%20CVA%20FWA%20(FSP)%20E	
Supplier Sustainability Policy and the included mandatory policies	<a href="#">Click Here to Access</a>	

We confirm that Save the Children may in its consideration of our offer, and subsequently, rely on the statements made herein.

Signature: .....

Name: .....

Title: .....

Company: .....

Date: .....

Email

Telephone No