

Cross Border Cash Transfer - Whole of Syria

Terms of Reference

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World Vision–Syria Response

Amman Jordan

# Background Information

World Vision Syria Response continues to provide humanitarian and resilience programming in Syria. Identifying reliable, cost-effective and verifiable method of cross border cash transfer is essential to the success of our programing in the area. WVI intends to engage the service of a Service provider (Money Transfer Agent, financial institution, or financial service provider) to facilitate cash payments to facilitate cash payment and tracking for; staff salaries, beneficiaries cash distribution, supplier payments, and other operational costs.

# Scope of work

* 1. World Vision intends to transfer money to support its humanitarian activities in Syria.
  2. Service provider must have proven capacity, experience and highest reasonable standard of due diligence to facilitate the cash transfers.
  3. World Vision will provide the service provider with a timely payment order, outlining the amounts, specific location and any other details so that service provider can prepare the cash and position agents within safe reach of intended recipient.
  4. Payments will be in USD, service provider shall make all the payments to the intended recipients when required in the USD unless agreed otherwise between WV and the service provider. All payments to be disbursed as per the agreed schedule
  5. The settlement payment to the service provider will be made as a reimbursement of the total amount delivered in addition to the agreed commission fees
  6. Service providers will be responsible for the security of funds and provide security, at own expense, during all payment periods on site and provide for reasonable security in the movement of funds between locations.
  7. Service provider shall dedicate a suitable number of employees or agents to transfer the funds in Syria,
  8. Employees and/ or agents engaged by the service provider for the delivery of funds will be under the sole responsibility of the service provider.

# Service provider required technical data:

## Background to the business

* + Please provide us with a profile of your business, and the history of your experience working in Syria.

## Human Resources

* + Will you use your own resources or will you outsource some of the assignment?
  + Who are the key people in your management team that we will be dealing with on a day-to-day basis?
  + How long have you been dealing with your agents in Syria?
  + Will your key people provide their IDs for us to conduct mandatory sanctions checks?

## Working Capital:

* + What is your average transaction size? What is your largest?
  + What is the maximum amount you can advance in the locations where World Vision operates?
  + What is the maximum cash flow you can handle to transfer per day in USD in the locations where World Vision operates?

## Past Performance

* + Have you worked with NGOs before? Please describe the relationship, including your roles and responsibilities.
  + Please provide the contact details of people you are happy for us to contact, and supply at least two written reference letters from a past or current client.
  + Please list out places/area of operations in Syria.

## Methodology

* + Please describe the methodology you will follow and the process flow of the cash transfer from start to finish highlighting controls (verification and confirmation) at each stage.
  + Describe the system (computer-based system) you will use to ensure access and approval from WV Management and team. Highlight the potential of integration of this system with other systems
  + A manual document/guideline of the distribution process/methodology will be required at implementation.

## Locations

* + Please list the locations in Syria where you have presence/agents.
  + Please provide a list detailing, Location with Address, Name of Agents with the details of their location and contact details – like names, telephone no. etc

# Timeline

The purpose of this tender is to build a two years’ framework agreement covering World vision Syria Response cash transfers services.

# Qualifications of the cash transfers Service Provider

## Required Qualifications and Expertise:

* + Registered legally in your country base.
  + Full ability to operate in Syria.
  + Strong work experience in providing cash transfer service or other similar financial services in the same sector.
  + Ability and access to digital tools for confirmation of cash delivery (removing the need to check beneficiary lists, view IDs, take photos, send reports).
  + Compliance with all international anti-money laundering, counter-terrorism finance laws, and sanction restrictions

## Child protection , PSEA & data confidentiality

The cash transfer provider will be required to sign and follow World Vision International´s child protection standards and protocols of behaviors including Prevention of Sexual Exploitation and sexual Abuse

# Application

The cash transfer provider should submit a proposal comprising the following:

* + A financial offer that indicates the service fees by type of cash distribution (payroll/salaries; supplier payments; family cash support etc.)
  + A cover letter that includes a response to the questions within the “service provider technical data” section 3. A-F

## Prequalification documents as below:

* + Certified copy of a certificate of business registration or similar documents
  + Certified copy of tax registration, tax clearance certificates or similar documents
  + Information on ownership structure (Name of directors of the company / Owners and their ID)
  + References from previous customers / Other INGOs
  + Signed statement that the bidder (or any of its directors or officers) would be open to back ground checks including watch dog screening (where applicable)

# Evaluation Criteria:

The proposal will be evaluated against a combination of technical and financial criteria (combined scoring method). Maximum score is 100% out of which technical criteria is weighted at 50% and financial criteria at 50% of overall score.