

TERMS OF REFERENCE

Provision of Financial Services for delivering Cash based interventions in the State of Palestine

May 2024

TABLE OF CONTENTS:

1	Background	3
2	Scope of Work.....	4
2.1	Keys task and responsibilities of the FSP	4
2.2	Types of transfer mechanisms and disbursement.....	6
2.3	Dedicated account management and client service hotline	8
2.4	Data Protection agreement	8
2.5	Mechanisms of internal control and risk management.....	9
2.6	Identification of the Beneficiaries.....	10
2.7	Usability of the transfer mechanism.....	10
2.8	Means of payment/withdrawal, infrastructure and network	10
2.9	Timeline for implementing payment	11
2.10	Liquidity adequacy	11
2.11	Reporting and Reconciliation.....	11
2.12	Insurance and Guarantees	11
2.13	Assessment of performance	12
3	The Deliverables and Payment Conditions	13
4	General Conditions	13
5	Accountability	14
6	Methodology, Assignment Duration and Timetable.....	14
7	Reporting.....	14
8	Required Qualifications and Experience.....	14
9	Proposal Presentation Guidelines.....	15
9.1	Technical proposal	15
9.2	Commercial Proposal:	17
10.	Evaluation criteria	17

1 Background

On 7 October 2023, the ongoing conflict in the Gaza Strip escalated dramatically. 1.9 million of people have been internally displaced, half of them are children. According to the report of Integrated Food Security Food Classification, the famine is imminent as 1.1 mln. People, half of Gaza population experience catastrophic food insecurity. UNICEF's data also suggests that about 90 per cent of children under two years of age are consuming two or fewer food groups. Dietary diversity for pregnant and breastfeeding women is also severely compromised: 25 per cent only consumed one food type the day before, and almost 65 per cent only two. While many factors contribute to this grim reality, the two are of paramount importance – the inadequate quantities of in-kind goods entering Gaza (mainly food) and the objective inability to fairly and effectively distribute them and timely reach all those in need.

While multiple humanitarian agencies, including UNICEF and partner governments provide life-saving in kind assistance and services and tirelessly advocate for the ceasefire and the increased access of goods, UNICEF's cash programme aims to address the second challenge – ensure an effective, timely and fair re-distribution of goods in the Gaza strip through a large-scale cash assistance targeting the most vulnerable – families with children, pregnant and breastfeeding women and their families and children with disabilities. During almost six months of the Gaza crisis, informal markets demonstrated exceptional resilience. Therefore, to contribute to the prevention of famine and to gradually restore the economy of Gaza, the in-kind assistance needs to be accompanied by the adequate circulation of cash especially through humanitarian cash transfers for the most vulnerable families.

Despite the extreme security situation, UNICEF started delivering cash assistance to the affected population within 6 days of the escalation and in an accelerated manner. To date, every fourth person in Gaza (almost 550,000 people/80,000 families -half of them being children) benefitted from UNICEF cash programme. More than half of all multi-purpose cash assistance (56%) going to Gaza comes from UNICEF. The robust monitoring confirmed the relevance of cash transfers - for almost 70 per cent of the recipients, cash transfers from UNICEF covered the majority of their food needs in the previous two weeks. Only few days needed to channel the funds from the origin/donors to beneficiaries!

In six months of the crisis, several challenges occurred with the way of cash operations ranging from expectations that markets would completely fail due to interruptions in the supply chain. A precondition for cash operations is adequate liquidity, functioning markets, safety and security of assets and actors. While traditional markets lost centrality, as their place was

overtaken by informal ones including bazars and street stalls. The first five months of emergency were characterized by a normal liquidity level, thanks to the Bank of Palestine that remained operational despite all issues. However, gradually the operational environment became

impossible even for the BoP since mid-March of 2024, primarily due to safety and security issues. The liquidity challenges have also led to indiscriminate increase in cash out fees by vendors.

Unfortunately, the situation has deteriorated further. At present, the cash flow in Gaza is ensured 'off-banking' and is managed by private merchants who provide cash at an extremely high-cost ranging from 15%-20%. Expectedly, the liquidity has affected other aspects of humanitarian operations and all agencies on the ground including the inability of staff and partners to cash out and the cost of labor for a wide range of humanitarian interventions. There has been active engagement (coordination meetings) of the Cash Working Group and high-level stakeholders with relevant interlocutors but unfortunately with no tangible results. This therefore calls for the need for a diverse of financial service providers so as to widen options for the humanitarian cash transfer in the Gaza crisis.

The following Terms of Reference (ToR) describes the scope, tasks and responsibilities, deliverables. The FSP will be contracted by UNICEF as the Contracting Authority and will coordinate with the other service providers as described in this ToR.

2 Scope of Work

UNICEF will securely transfer the fund dedicated to the beneficiaries either to the FSP bank account or the money will sit in UNICEF sub bank account and directly transferred to beneficiaries bank account, mobile or digital wallets. The FSP will be responsible to transfer the designated funds to the identified persons in an accountable, transparent, traceable, timely and secure way. UNICEF plans to target over 83,000 families (500,000 people) with multiple rounds of cash transfers.

2.1 Keys task and responsibilities of the FSP

- **Number of persons and total amount:** The estimate number of people is 83,000 families (500,000 people) with multiple rounds of cash transfers. This number maybe more or less depending with financial resources availability. The transfer value is set per category of household (see the table below). However, for each payment, the FSP will receive a payment list with the transfer values for each group.

Category	Transfer Value	Number of transfers
Families with children affected by the crisis eg IDPs, families with destroyed/damaged houses, families who lost their source of livelihoods	NIS754-1,000 (may vary depending with the inflation rates and other factors)	3 (may vary depending with funds availability)

Top ups for Children with Disabilities	NIS250	3 (may vary depending with funds availability)
Top ups for Pregnant and Breastfeeding Women	NIS400	3 (may vary depending with funds availability)
Protection Top ups	NIS754-1,000 (may vary depending with the inflation rates and other factors)	3 (may vary depending with funds availability)

NB: Transfer values are subject to changes depending on context and programmatic adjustments due to prevailing market conditions which may require technical reviews.

- **Duration and frequency:** Cash assistance will be provided once per month for three months to enable the targeted households to meet the essential needs of the shock-affected children.
- **Duty station:** The service provider and its contract manager(s), including appropriate staffing must have offices in the Gaza Strip. Additionally, the service provider shall have branches across the Gaza Strip in order to support the beneficiaries in collecting their money. The service provider will maintain the accounts under a contract based and on:
 - generally accepted accounting principles. Accounts should be maintained in computerized standard accounting software.
 - The service provider will offer a flexible communication channel with UNICEF and MoSD to address technical difficulties experienced by beneficiaries concerning their payments.
 - The service provider will maintain a list of payments processed by date, time, amount, location and update on a monthly basis with real time data.
 - The service provider will maintain proper records and documentation of funds received and disbursed under this contract if funds are coming through the FSP bank account. The service provider should produce all records to UNICEF as and when requested.
 - The service provider will set up, maintain and manage a safe, effective and efficient mechanism for any type of cash transfers/distributions.
 - The service provider will ensure that payment slips are issued to all beneficiaries for all the payments made and stored, it is maintained in the service provider records.

- The service provider will ensure all reimbursement claims are processed within a maximum of 21 days upon receiving accounts section and payment slip provided.
- The service provider will maintain an overview and checklist of all payments made e.g. for reimbursement claims received & paid to its technical consultants.
- The service provider will ensure that all financial records are available for Audit/review by UNICEF as and when required by UNICEF for a period of 4 years.
- Any excess or wrong payments made by the service provider and billed to UNICEF will be recovered from the service provider. The recovery will be done by deducting the amount paid in excess/wrongly from the service provider's monthly invoices against this contract or the service provider will direct return the money back to UNICEF bank account.

2.2 Types of transfer mechanisms and disbursement

The types of transfer mechanism and disbursement considered include (the bidder can propose one or several mechanisms):

- Transfer to bank Account
- Direct cash disbursement by an agent (mobile money/token)
- e-wallet (either cash, cashless and cardless)
- Debit card
- Cash in Envelop
- Vouchers

Transfer/delivery mechanism	Minimum standards
<ul style="list-style-type: none"> • Transfer to bank account 	<ul style="list-style-type: none"> • Standard rules for the transfer of bank account to bank account
<ul style="list-style-type: none"> • Direct cash disbursement cash by an agent (mobile money/token) 	<ul style="list-style-type: none"> • The FSP provides a detailed list and the precise location of withdrawal or liquidity points approved in each of intervention; • The FSP guarantees the availability of the volumes of liquidity required in the pick-up points within a maximum period of 5 days after the information is provided by UNICEF. • The FSP must require that the beneficiary complies with the procedures of verification of the person's identity and require the signature of the recipient on the list of payment (except in the case of automated operations).
<ul style="list-style-type: none"> • e-wallet (either cash, cashless and cardless) 	<ul style="list-style-type: none"> • Beneficiaries should be able to transact in any market with or without card, either by swiping or scanning at point of sale or mere use of codes. • Beneficiaries should be able to move cash from their bank account to their e-wallets and vice versa without challenges as well as move to other people's wallets.
<ul style="list-style-type: none"> • Debit card 	<ul style="list-style-type: none"> • Rechargeable, prepaid cards to make withdrawals in withdrawal/payment points; • Cards are provided and distributed in sealed envelopes to each beneficiary individually by the FSP. • Each card must have a unique identification code/PIN code; • The possibility to have multiple portfolios (multiple wallets) on individual cards/subaccounts must be specified and will be an asset; • Cards must be able to be quickly cancelled on request of UNICEF or the beneficiary (in case of loss, theft, expiration or suspected fraud) and the amount refunded without delay to UNICEF. FSP will need to indicate the estimated timeline of replacing the cards. • The cards will be available for cash withdrawals made at a cash machine (ATM) or through mutual agreement with an agent approved by the FSP; • The FSP provides a detailed list and the precise location of withdrawal of liquidity points approved in each area of intervention; • The FSP guarantees the availability of the volumes of liquidity required in the pick-up points within a maximum period of 5 business days after credit card accounts by UNICEF; • The FSP should reduce the balance of card accounts whenever the beneficiaries carry out withdrawals or purchases per each transaction. Statements of UNICEF owned card accounts (showing the movements and balances) must be regularly communicated to UNICEF. The balance of the card accounts represents the total of the amounts that have not

	<p>been used by beneficiaries;</p> <ul style="list-style-type: none"> • The FSP must require that the beneficiary complies with the procedures of verification of the identity of the person and require the signature of the recipient on the list of payment (except in the case of automated operations).
<ul style="list-style-type: none"> • Cash in Envelop 	<ul style="list-style-type: none"> • This maybe via hawala style or cash in transit institutions where cash is handed over to beneficiaries over the counter and they sign against their names on a list or register. • Other innovative ways may be proposed depending with available options.
<ul style="list-style-type: none"> • Vouchers 	<ul style="list-style-type: none"> • These maybe electronic or paper vouchers, and may be commodity or value vouchers.

2.3 Dedicated account management and client service hotline

FSPs are expected to fulfil at least one of the below recommended customer service/account management requirements:

- a) The FSP should be able to provide a dedicated service to UNICEF, including the provision of an office or a focal point dedicated to managing this project, answering questions and solving any operational problems within a reasonable timeframe.
- b) The FSP should be available to provide this support during normal business hours from *Sunday to Thursday*. The channels of communication and reporting mechanisms should be established to ensure efficient resolution of issues.

A free telephone hotline for individual beneficiaries *should* be included, especially in the case of loss or theft of means of withdrawal or other technical problems. A free telephone hotline and online access must be included for the staff of UNICEF and other organizations authorized by UNICEF, who will use this service for the resolution of urgent problems related to the operation of the service. To the extent possible, this hotline should be accessible 24/7, in English and arabic.

2.4 Data Protection agreement

It is a requirement of UNICEF to protect the confidentiality and security of the people under its protection. Therefore, services and proposed transfer mechanisms must be aligned with the UNICEF policy on the protection of personal data of individuals under its mandate and must reflect the rules and processes that allow the encryption of beneficiaries' data. In case it exists and where a national Know-Your-Customer policy requires disclosure of personal data and identification of beneficiaries, FSPs are asked to specify whether an exception to these rules can be obtained from the authorities. In this specific context, the FSP should sign a Non-Disclosure Agreement ([NDA](#)) to process and access data coming from the MoSD or UNICEF.

The FSP must have in place appropriate data protection policies or be able to put in place policies, including the document below which should be shared as part of the document submitted by the bidding FSP:

- The encryption of any database providing details on the beneficiaries.
- The policy for handling and management of personal data.

2.5 Mechanisms of internal control and risk management

The FSP will ensure that appropriate internal control and fraud prevention mechanisms are in place. Although such mechanisms may vary depending on the type of FSP, the internal control mechanisms provided shall be clearly specified in the proposal. The submission should detail the company's *Business Continuity Plan*, measures for monitoring and regular testing of security systems and procedures, and the mechanism of monitoring and detection and response in real time to technical problems and potential fraud.

The FSP will open a dedicated account for UNICEF, which will be supplied by UNICEF and will be used to conduct transfers to the sub-accounts or mobiles of the target beneficiaries. The service provider must ensure complete separation of the funds and the traceability of these up to their withdrawal/disbursement by the beneficiaries.

The FSP must reimburse UNICEF for any balance on any UNICEF owned accounts that are not withdrawn by the beneficiaries in accordance with the criteria which UNICEF will specify in the contract.

The FSP must maintain an up-to-date information security policy that is in line with the UNICEF policy on the protection of personal data.

The FSP must ensure that control measures of physical or virtual system access, restricting access to the data of the beneficiaries and monitoring the access of users, are in place.

The FSP shall state and justify the mechanisms that will be implemented to ensure the security of beneficiaries and staff of UNICEF or its partners at the point of withdrawal/disbursement of the money.

In advance of issuing any contract, UNICEF will undertake a Financial Strength Assessment of any technically cleared FSP, and the FSP will be required to share all required background documentation with UNICEF for this assessment. Documents required include (but are not limited to) company license and audited financial statements and must be provided with an official translation in English.

2.6 Identification of the Beneficiaries

UNICEF will provide lists of the targeted beneficiaries to the FSP in the form of an encrypted file. The file will include the name and identification number of each beneficiary, the amount to and the frequency of the transfers. Upon receipt of this file, the FSP will proceed with the payment of money to the targeted beneficiaries.

All transfers of data must be encrypted, contain integrity checks, and must be sent over secure lines, using protocols such as Secure File Transfer Protocol (SFTP). The provider must provide detailed information about the security measures they use.

Each transaction to an individual beneficiary must be individually recorded and documented by the FSP, with all the relevant details of the transfer.

Tenders must indicate the maximum period, in number of days, between receipt of the list of beneficiaries from UNICEF and the effective date for availability of funds to the beneficiaries.

The FSP must specify in its proposal what are the valid pieces of identification for receiving the transfers. If relevant, other identification documents such as passport, driver's license, ID card, voter registration card, marriage certificate / birth should also be taken into account.

The FSP must specify in its proposal the procedure and mechanisms that will be implemented to ensure that the transfers are provided to the targeted beneficiaries according to the lists provided by UNICEF. The FSP must specify all means to be implemented to limit the risk of fraud and misidentification (i.e., using a PIN code).

2.7 Usability of the transfer mechanism

FSPs are encouraged to clearly demonstrate what measures are being taken to ensure that the targeted beneficiary is able to access and effectively use the transfer service. In particular, the FSP are invited to provide details on how their services can be accessed and used by people with specific needs or vulnerabilities - including people with disabilities, the elderly and the illiterate.

2.8 Means of payment/withdrawal, infrastructure and network

FSPs will specifically share with UNICEF/MoSD the geographical location of payment/withdrawal points, their type and number in each geographical area. The FSP is to ensure, if they do not exist, the implementation of points of payment/withdrawal in the immediate vicinity and directly accessible by targeted beneficiaries.

When the infrastructure and/or the network used for the transfer service does not belong to or are not supported by the FSP, the mechanisms by which the FSP will ensure their quality and effectiveness to ensure the transfer service should be specified.

2.9 Timeline for implementing payment

Upon reception of the instruction for the payment, which will be done by the UNICEF the service provider will have 48 hours to proceed with the payment to the beneficiaries from the list. The service provider will confirm the state of the payment (paid or not paid) for each beneficiary (a soft and hard copy/report will be provided within 72 hours of the payment).

2.10 Liquidity adequacy

The FSP should ensure that at all times and at any given moment the cash out agents, bank, retailers or any other platform being used for cash disbursement has adequate and readily available cash for beneficiaries. It is the responsibility of the FSP to ensure that the cash out agents have sufficient liquidity to sustain the UNICEF program needs.

2.11 Reporting and Reconciliation

Regular reports shall be provided by the FSP for monitoring, recording and reporting of transactions. For each payment instruction, the FSP will provide to UNICEF:

- a) A confirmation report certifying the successful payments to the beneficiaries, with their individual identification numbers, the amounts received by each and the dates of receipt including the balance on the account dedicated to UNICEF where applicable.
- b) A reconciliation report for any amounts not successful and remaining balance to be returned to UNICEF where applicable.
- c) As part of the accountability and transparency UNICEF policies, the FSP is required to escalate:
 - all the attempts, cases of fraud, corruption and abuse etc.
 - all incidents that may impact program delivering and UNICEF reputation.

2.12 Insurance and Guarantees

UNICEF cannot be held responsible for the fraud, misappropriation or loss of funds between the UNICEF dedicated account at the FSP and the targeted beneficiaries.

The FSP must specify the mechanism of insurance in place or planned to be implemented to provide the necessary financial guarantees in cases of fraud, misappropriation or loss of funds for this project under the responsibility of the FSP, namely the transfer of initial funds of UNICEF to the dedicated account of the FSP and the onward disbursement to the targeted beneficiaries.

Regarding guarantees:

- Should UNICEF advance payment to FSP, Transfer of the funds for payments to beneficiaries will be against an unconditional and irrevocable Bank Guarantee.
- The FSP shall obtain and maintain unconditional and irrevocable Bank Guarantees issued by acceptable banks in the form accepted by UNICEF.
- The Bank Guarantee shall be payable to and unconditionally released to UNICEF in the event the FSP fails to pay or if exposure or loss occurs.
- The cost of issuing/obtaining a bank guarantee is the responsibility of the FSP.
- If UNICEF does not advance funds but rather reimburses the FSP after confirming payment, then no bank guarantee is required – where possible, reimbursement is the preferred contractual setup.
- The bank guarantee value should be based on internationally acceptable banking and financial standards or best practices.

2.13 Assessment of performance

UNICEF will periodically review the performance of FSPs to ensure among other things the following:

- Liquidity availability at all times
- Efficiency and effectiveness of the disbursement to beneficiaries.
- Time of the transfer and disbursement.
- Security of payments and beneficiaries.
- Technical assistance and problem solving.
- Accuracy of the accounts and reports of disbursement.
- Usability and ease of use of the mechanism, based on the comments of beneficiaries.
- Effective access to financial services by the beneficiaries, taking into account their specific vulnerability.
- The maximum time between the transfer by UNICEF to the FSP and the availability of funds to the beneficiaries.
- The average response time for customer service inquiries should be in the same day.
- The time limit for cancellation of a means of payment/withdrawal after the

request by UNICEF or the beneficiary, in case of loss, theft or other.

3 The Deliverables and Payment Conditions

The selected service provider will submit the following deliverables:

- a) Reconciliation Report, including the individual (electronic) file and aggregated report detailing the use of the funds that have been allocated to make payments to the beneficiaries. The reconciliation report must be submitted no later than 7 days after the disbursement phase has been completed and batch closed. The Reconciliation Report should contain general and specific information on the management of the funds: (i) Service provider's general information, (ii) the number of beneficiaries to be paid, (iii) the number of beneficiaries paid, (iv) the number of beneficiaries unpaid, (v) the total amount deposited, (vi) the total amount paid, (vii) the outstanding balance, (viii) details of the payment per beneficiary, including the information on the beneficiaries whose money were deposited into their accounts, (ix) general comments, and (x) other information that the UNICEF deems necessary.
- b) End of payment cycle report describing activities made, challenges confronted, results and recommendations.

The transaction fee will be transferred to the service provider upon receipt of the invoice and the approval by UNICEF of the reconciliation documents submitted by the service provider at the end of the payment cycle. The amount unpaid to the beneficiaries must be returned to the UNICEF bank account upon submission of the reconciliation documents where applicable.

4 General Conditions

The assignment will comply with the following general conditions:

- a) The service provider will work under direction of UNICEF in collaboration with MoSD.
- b) The service provider will not be based at UNICEF premises.
- c) The service provider will not include other benefits.
- d) The service provider has no right to stay on UNICEF property.
- e) The service provider should be responsible for needed materials.
- f) The service provider is not authorized to have access to UNICEF transport.
- g) The service provider is not entitled to payment of overtime.
- h) No work may commence unless the contract has been signed by both the Contracting Entity and the Payment Agency.

5 Accountability

The selected service provider will be contracted by UNICEF, as the Contracting Authority. UNICEF will be in constant communication, supervise and follow-up on the carried-out work.

6 Methodology, Assignment Duration and Timetable

The selected service provider is expected to propose the methodology to achieve the objectives and scope of the assignment in compliance with the parameters underlined in this ToRs.

The selected service provider will be awarded 24 months, and which will be used to establish a service contract(s) against respective further payment and upon needs. UNICEF will have the possibility to extend the contract upon needs, providing performance satisfaction and collaboration.

The price schedule attached to this RFP includes unit rates for the different required activities/services and will serve as the bases for establishing service contracts.

7 Reporting

The selected service provider will be contracted by UNICEF, as the Contracting Authority. UNICEF will be in constant communication, supervise and follow-up on the carried-out work.

8 Required Qualifications and Experience

For the submission of the proposal, the bidder must comply with the following requirements and present the following documents:

- Be an institutional entity fully and duly registered with local authorities and licensed with the Central Bank/Monetary Authority to perform financial and payment transactions as detailed in this TORS.
- Have prior experience in similar assignments.
- Extensive experience with international and local organizations for cash transfer programmes will be taken into consideration.
- Have the appropriate infrastructure and human resources and the level of technology adequate for the execution of the activities in the Payment process and attend the beneficiaries in a professional and cordial manner.
- Demonstrate the ability to access all the proposed geographical area to be covered if security and access permit.

- Demonstrate the feasibility of the proposed methodology to perform the assignment with an acceptable level of effectiveness (through a detailed proposal).
- Demonstrate that the level of security presented is appropriate according to the context.
- Demonstrate the ability to provide to UNICEF an unconditional and irrevocable bank performance guarantee issued by an acceptable bank.¹
- Ensure that they have qualified agents to carry out the payments.

9 Proposal Presentation Guidelines

9.1 Technical proposal

The proposal must include complete and accurate information. The technical proposal must include, but is not limited to, the following items/information:

- i. Corporate Profile highlighting the bidder's qualifications and relevant experience in implementing similar assignment in the same context and complexity;
- ii. Last two years' financial statements and audit reports, and any other reports of financial standing
- iii. Description how the Bidder will address each components of the requirements described in this RFPS highlighting key steps and approach, including outlining the methodology and modality for the payment, quality assurance framework, applicable tools, Any innovative solutions to manage KYC and beneficiary payments. Also, include branches and locations across the country.
- iv. Methodology for disaster recovery process and cycle time, contingency during disaster e.g. system failure. Please describe your disaster recovery plan for short-term and long-term disaster recovery; How and when will your customers be notified if any service is affected by a disaster? What are your plans to ensure continuity of service in the event of disaster or system failure that affects a partner or third-party provider included in your proposal?
- v. Provide detailed information on structure, core team member's people, and other resources the bidder has in place/will put in place for this assignment. This must also include list of offices, partners in case of subcontracting/consortium bidding and any other information the bidder deem necessary to support their claim of capacity to implement the assignment.
- vi. Expertise of the service provider detailing general and specific experience with similar assignments in size, scope and complexities and emergency context in the past five

years. Please provide –at least 2 examples of project experience and include the following information in your proposal:

- Name of Client
- Title of the Project
- Year and duration of the Project.
- Brief description and scope of the Project
- Proposed solution, timeliness, and results
- Reference / Contact person details
- Security management mechanism in the payment centers/risk mitigation measures and framework within the company and those proposed for this project (Please identify key risks and mitigation measures put in place for this assignment including any risk policies by the service provider).
- Project assumptions and dependencies
- List all current contracts with other UN Agencies including other UNICEF Projects, if any.
- Document(s) for registration of the company with the relevant national authorities
- Document(s) for registration of the company with the national tax services
- Certified copy of the **license to provide money transfer services**, issued by the relevant government authority.

The bidder will submit the above information as part of the technical proposal in an email, including in the email subject title: XXXXXXXX-technical proposal-name of bidder

9.2 Commercial Proposal:

Commercial proposal providing detailed and breakdown of cost to implement each of the activities detailed on this ToR must be submitted in line with the instruction on the RFP document. It is requested that costs submitted are as per the below 2 cost types. It is appropriate to propose the use of one or a combination of both cost type.

No	Cost Type	Description
1	Set up costs, if any	Cost of system setting up if any.
2	Commission for transactions	Percentage (%) of transaction value or per transaction or cost per transaction

10. Evaluation criteria

The received proposal will be assessed first on its technical merits (including by reference to legal requirements) and subsequently on its price. The proposals will be evaluated against the following elements:

Technical Proposal

The total obtainable points allocated for the technical component is 70 with 50 points as the pass mark for evaluation. Only bidders that obtain **50** points and above from the technical evaluation will be considered for the stage of commercial evaluation.

CATEGORY	POINTS
1. EXPERIENCE <ul style="list-style-type: none"> ✓ Number of years in related assignments. ✓ Experience in providing similar services to international and local organizations. ✓ Reference check (proofs of previous experiences) . ✓ Corporate governance ✓ Financial soundness 	(10)
2. INFRASTRUCTURE / PAYMENT MECHANISM / SECURITY <ul style="list-style-type: none"> ✓ Infrastructure, staff resources and partners if any that will be used to execute the Payment process. ✓ Payment mechanism (Manual and E-payment) ✓ Digital platforms, interoperability features and external management ✓ Transactions traceability (withdrawals notification/reports and locations) ✓ Beneficiaries' identification process/ KYC 	(20)

<ul style="list-style-type: none"> ✓ Security offered for the execution of the process with the defined payment mechanism. ✓ ICT solutions and data protection disposal ✓ Reconciliation and reporting ✓ Others services (trainings, grievance and redressal mechanism/timeline etc.) 	
3. COVERAGE AND ACCESSIBILITY <ul style="list-style-type: none"> ✓ Network coverage ✓ Geographic areas for Payment agencies (cash out point /branches) ✓ Number of cash out/withdrawals points 	(30)
4. OVERALL RESPONSE <ul style="list-style-type: none"> ✓ Understanding of, and responsiveness to, Project requirements. ✓ Understanding of scope, objectives, completeness, and timely response. 	(10)
5. PRICE/fee	(30)
TOTAL MARKS	(100)

Commercial Proposal Evaluation:

The total amount of points allocated for the price component is [30]. The maximum number of points will be allotted to the lowest price proposal among those that obtained the pass mark at the technical evaluation stage.

All other price proposals will receive points in inverse proportion to the lowest price, e.g.:

$$\text{Max. Score for price proposal} * \text{Price of lowest priced proposal}$$

$$\text{Score for price proposal X} = \frac{\text{Max. Score for price proposal} * \text{Price of lowest priced proposal}}{\text{Price of proposal X}}$$

$$\text{Price of proposal X}$$

Selection and Adjudication:

The proposal obtaining the overall highest score after adding the scores for the technical and financial proposals is/are the proposal(s) that offers best value for money and will be recommended.

The bidder will, based on their proposal, include the unit rate for each activities/service. The bidder will fill the excel table and will submit as part of the commercial proposal, the PDF (signed and stamped) and the excel format.

They will be included as submission in a separate email with subject: XXXXXX-financial proposal-name of bidder.

If the bidder sends a unique email which include together the technical and financial proposal, UNICEF will disqualify the submission.

Done by: **Levy Mandiwanzira** (Social Policy Specialist)
Date:

Levy Mandiwanzira

Reviewed by: **Artur Ayvazov** (Chief Social Policy)
Date:

Artur Ayvazov

Reviewed by: **Mark Okingo** (Supply & Logistics Manager)
Date:

Mark Okingo

Recommended by: **Micaela Pasini** (OIC Deputy Special Representative)
Date:

Micaela Pasini

Annex 1- Non-Disclosure Agreement to process and access beneficiaries data coming from the UNICEF and MoSD.

[BOP Non-disclosure agreement template - \(UNICEF to share as a separate file for completion\)](#)

Annex 2 – UNICEF policy on the protection of personal data for individuals

[UNICEF Policy on Personal Data Protection](#)