**I. Context**

Cash based interventions and in-kind distributions are the main methods of providing assistance and services.

Cash interventions aim to provide refugees, asylum seekers, returnees, internally displaced people, and stateless people with greater dignity to meet their needs. If designed and implemented appropriately, cash-based interventions can reduce protection risks, enable solutions, and improve the efficiency and effectiveness of program implementation. They can also contribute to the local economy, enable financial inclusion, and foster positive relationships with host communities.

The following table provides more details on the characteristics of the populations concerned according to their geographic location. This information serves as a guide. Offers are expected to take this information into account and describe how the proposed products and services will be adapted to the targeted populations and implementation contexts.

| HCR Offices | Camp/Site | Category of beneficiaries | Characateristics of beneficiaries |
| --- | --- | --- | --- |
| Huye | Kigeme Camp | Refugees and asylum seekers:  2462 households | Type of identification documents for the target population: Refugee certificate with photo; Proof of registration. |
| Karongi | Kiziba Camp | Refugees and asylum seekers:  2899 households | Type of identification documents for the target population: Refugee certificate with photo; Proof of registration. |
| Kirehe | Mahama Camp | Refugees and asylum seekers: 13321 households | Type of identification documents for the target population: refugee ID, Proof of registration. |
| Huye | Mugombwa Camp | Refugees and asylum seekers 2133 ménages | Type of identification documents for the target population: Refugee ID; Proof of registration. |
| Kabarore | Nyabiheke Camp | Refugees and asylum seekers 2278 ménages | Type of identification documents for the target population: Refugee ID; Proof of registration. |
| Nyamata/Kigali | ETM Gashora | Estimate of 700 ayslum seekers. | Proof of registration, Travel documents.  Estimated stay in transit center: 9 to 12 months.  Regular convoys for arrival and departure.  Recommended modality would be Mobile money/Prepaid cards. |
| Karongi | Nyarushishi and Kijote | Rwandan returnees  (Estimate of 100 to 250 individuals to be paid per convoys per convoys) | National ID.  Recommended modality would be Mobile money. |

Populations who will benefit from cash transfers, including asylum seekers, refugees, and returnees within the territory, will be able to provide the following documents: Refugee ID; Proof of registration, national ID and travel documents.

These documents must be used as identification documents.

The financial service provider must consider that these applicable identification limits/restrictions may affect its ability to “know your customer” and provide its services.

Other constraints and possibilities exist for cash transfer services, including, but not limited to:

▪ Payment systems must consider the socio-demographic characteristics of beneficiaries and their location.

▪ Payment systems must be friendly, accessible, and the financial service provider must facilitate training and use of the payment methods offered to beneficiaries.

**II. Description of required services**

The terms of reference are drafted to define the terms and conditions entered with financial service providers whether the operation uses the enterprise resource planning (ERP) system for payment presentation. Detailed information on the ERP system is provided in Section VII of this document.

The currency for implementing cash transfers is the RWANDAN FRANC.

Financial transfer services include, but are not limited to:

▪ one-off/one-off cash transfers.

▪ regular cash transfers, monthly, quarterly, or half-yearly.

The potential bidder should present evidence or examples of the effectiveness of their services, particularly in the geographic areas, or at least in areas with similar conditions.

Furthermore, financial service providers must specify their accessibility, for example the availability of the telecommunications network or the availability of agents and branches with sufficient liquidity or cash flow to make disbursements, according to the required volumes.

**III. Transfer and disbursement mechanism**

UNHCR will be able to securely transmit to the financial service provider the lists of targeted beneficiaries, the amount to be transferred and the frequency of transfers. The financial service provider will then transfer the designated funds to the targeted individuals in a responsible, timely and secure manner.

The possibility to provide a self-handled payment solution to UNHCR is also an option.

They must also describe how their funds transfer system will relate to one-time and regular transfers (monthly or other frequency). The transfer mechanism(s) must be clearly presented and detailed in the offer.

Financial service providers are encouraged to clearly demonstrate the measures taken to ensure that the target beneficiary can access and use the transfer service effectively. The submission must, if necessary, include the activities, modes and methods of communication, and training that will be implemented to ensure appropriate knowledge about the transfer mechanism, and guarantee its proper use, both for the beneficiaries and for the staff and partners of UNHCR and/or any other requesting UN agency in Rwanda.

**IV. Types of transfer mechanisms and funds disbursement**

The types of transfer and disbursement mechanisms considered include:

♣ Bank accounts/Debits cards.

♣ Prepaid cards

♣ Mobile money.

♣ Delivery through an agent/ Over the counter (OTC).

UNHCR can also consider any other additional transfer mechanism or service which can fit UNHCR Programme in line with national regulations.

UNHCR has more consideration to digital payment systems and consider digital literacy improvement a s a must for its beneficiaries.

**The minimum standards applicable to each delivery mechanism include the following**:

1) the financial service provider offers a detailed list and specifies the location of money withdrawal points in each intervention area.

2) the financial service provider guarantees the availability of the required amounts at the collection points no later than 5 working days after the opening of the credit card accounts by UNHCR or any other requesting UN agency in Rwanda.

3) depending on the demand for services, the financial service provider must be able to open new withdrawal points with sufficient liquidity.

4) the financial service provider must reduce the balance of each account if beneficiaries make withdrawals, purchases or other transactions using the funds available in their account. The account balance represents the total of the amounts that have not been received/used by the beneficiaries.

5) the financial service provider must ensure that accessible and confidential communication channels are established to ensure that beneficiaries can request and/or report service issues or complaints.

6) Each transaction (i.e., card distribution, payment/withdrawal) associated with an individual beneficiary must be individually recorded and documented by the financial service provider, providing all relevant details of the transfer. A record of verification of the identity of the person (i.e., signature, biometric image or PIN) executing the transaction should be included.

7) The financial service provider must require the beneficiary to submit to identity verification procedures and require the recipient's signature for any transaction on their account (except in the case of automatic transactions).

The standards applicable to specific enforcement mechanisms, for which it is specified whether they are mandatory or recommended, are detailed in the table below:

|  |  |  |
| --- | --- | --- |
| **Transfer mechanism** | **Norms** | **Mandatory/Recommended** |
| **Bank account** | 1) Standard rules and procedures apply to the transfer of bank account information. Secure files transmitted to the financial service provider must contain the beneficiary account numbers and required financial information. Types of file transfers include, but are not limited to, API and XML files. | Mandatory |
| 2) A simplified process of identification/enrollment of beneficiaries and withdrawals from all agents of the banking institution after certification of the identity of the beneficiary | Recommended |
| 3) The financial service provider provides equal access to existing banking services to beneficiaries | Recommended |
| 4) The possibility of receiving other funds of humanitarian origin in the accounts of beneficiaries. | Recommended |
| 5) Transfer to the bank account with a bank card will be an asset. | Recommended |
| 6) The financial service provider provides interbank transfer, intrabank transfer and e-money account services e.g. mobile wallet | Recommended |
| **Prepaid cards** | 1) Prepaid for making ATM withdrawals and payments at point-of-sale terminals, or through a joint agreement with an agent authorized by the financial service provider pending authentication of the beneficiary. | Mandatory |
| 2) The design of the map is determined in close collaboration with UNHCR and/or any other requesting UN agency in Rwanda to decide which elements should be visible on each map. | Recommended |
| 3) Each card must have a unique identification code or PIN. | Mandatory |
| 4) Cards must be barcoded with one of the barcoding systems, such as UPC, GS1 or Code 39, to register cards quickly and accurately in UNHCR card distribution systems and/or or any other requesting UN agency in Rwanda. Barcodes will be visible on the outside of the packaging or envelope containing the cards to minimize the possibility of fraud. | Recommended |
| 5) The ability to have multiple wallets, each of which can be individually identified using a unique identifier, such as an account number or wallet ID, and allowing for fund top-ups, will be an asset. | Recommended |
| 6) Cards must be capable of being quickly canceled at the request of UNHCR or any other UN agency in Rwanda requesting or of the beneficiary (in the event of loss, theft or otherwise), and the amount reimbursed immediately to UNHCR or any other requesting UN agency in Rwanda. If cancellation is made by the financial service provider or beneficiary, the status of the card must be reported to UNHCR or any other UN agency in Rwanda immediately in the form of an API or encrypted file. | Mandatory |
| 7) The financial service provider must be able to provide UNHCR or any other UN agency in Rwanda with a list of withdrawal points, amounts and timestamps of all withdrawals made with an entitlement card in the form of a predefined electronic format. | Mandatory |
| 8) The financial service provider must reduce the card account balance if beneficiaries make withdrawals or payments. Card account statements (showing account movements and balances) must be regularly transmitted to UNHCR or any other UN agency in Rwanda. The card account balance represents the total of the amounts that have not been used by the beneficiaries. | Mandatory |
| **Mobile money** | 1) The mobile coverage required to access the service must reach more than 80% of the population (residential locations) of the relevant region, with 70% of users having the ability to access the services within a 1 km radius of their location. residence, which can be tested during the offer evaluation process. | Mandatory |
| 2) If necessary, SIM cards and associated PINs may be provided and distributed to each beneficiary by the financial service provider; | Recommended |
| 3) The financial service provider must ensure the validity of SIM cards throughout the period that beneficiaries retain their mobile wallet, without additional fees/costs to beneficiaries, and ensure compliance with all regulatory requirements associated with the activation of the line. | Mandatory |
| 4) The financial service provider must ensure that agent networks are equipped to help users get to grips with their device and explain to them how to use the service on their device. In addition, financial service providers must provide user-friendly materials (in the required language and formats) to explain how to use the service available through their preferred channels. | Mandatory |
| 5) The financial service provider provides transfer services to SIM cards issued by other mobile network operators | Recommended |
| 6)The financial service provider must specify the possibility of delivering the electronic account management platform directly to UNHCR or to the other requesting UNS member agency in Rwanda if they wish to make transfers directly to beneficiaries via the platform. | Recommended |
| 7) SIM cards or e-wallets must be able to be quickly canceled or blocked at the request of UNHCR or the other requesting UNS member agency in Rwanda or directly from the beneficiary (in the event of loss, theft of the phone or otherwise) | Recommended |
| 8) The possibility of using USSD (Unstructured Supplementary Service Data) technology for the electronic account will be an asset | Recommended |
| 9) In the case where it is linked to a SIM card, the possibility of providing the Sim cards and mobile phones at preferential rate or for free will be an asset; | Recommended |
| **Delivery through an agent/ Over-the-counter (OTC)** | 1) The financial service provider must declare and justify mechanisms that will be implemented to ensure the security of beneficiaries and staff of UNHCR or any other requesting UN agency in Rwanda or its partners at the time of withdrawal or disbursement of cash. | Mandatory |
| 2) The direct disbursement of money or cash can be done directly at the supplier's agencies or through mobile counters. | Recommended |

**V. Beneficiaries identification**

The financial service provider must specify in its offer whether the above-mentioned means of identity (see Section I - Context) are valid for receiving transfers, and whether they comply with regulations regarding knowledge of customer identity. (KYC). Otherwise, the financial service provider must prescribe possible solutions and adaptations to ensure that the transfer services can be offered to the target beneficiaries.

Other identity documents may be accepted where applicable depending on current regulations, such as passports, driving licenses, identity cards, voter registration cards, marriage, or birth certificates, subject to existing regulations.

In operations where UNHCR uses the ERP system, UNHCR will provide payment instructions to the financial service provider in the form of an encrypted file through the application programming interface (API), Secure File Transfer Protocol (SFTP), or Host to Host Protocol. Payment instructions will include, but are not limited to, beneficiary ID, account number, entitlement account, etc. to be defined by the financial service provider and UNHCR.

In operations where another UN agency in Rwanda does not use UNHCR's ERP system, UNHCR will provide lists of targeted beneficiaries to the financial service provider in an encrypted file. The file will contain the name of the beneficiary, the identification number, and the amount of the transfer. Upon receipt of this file, the financial service provider will make payment to the targeted beneficiaries.

All data transfers must be encrypted, contain integrity checks, and sent over secure lines using protocols including API, Host to Host, and SFTP. The provider must provide detailed information regarding the security measures it uses.

**VI. Dedicated customer service**

The financial service provider must be able to offer a dedicated service to UNHCR and/or the other requesting UNS member agency in Rwanda, including the provision of a dedicated focal point to manage this project, answer questions and the resolution of any technical problem within a reasonable time. The financial service provider must be available to provide this support during normal business hours. Communication channels and reporting mechanisms must be established to ensure effective resolution of issues.

A call center service, or an adequate alternative determined according to the communication preferences of the population, dedicated to individual beneficiaries must be included, particularly in the case of loss or theft of means of withdrawal or other technical issues.

A hotline service, or an appropriate alternative, and, where necessary, online access should be included for UNHCR staff and other organizations authorized by UNHCR, who will use this service to resolve urgent issues relating to the execution of the service. As far as possible, this call center service should be accessible 24 hours a day, in Kirundi, Swahili and Kinyarwanda and French.

Standard operating procedures can be developed to adequately handle complaints not related to cash-based interventions or sensitive information that may be shared through the communication channels established by the service provider.

The financial service provider must be able to provide training sessions and/or reference materials to beneficiaries to explain how to use the mean of payment, access their funds and resolve customer service issues.

A list of topics that training must cover should be proposed in the technical offer.

The financial service provider must ensure that its staff/agents participate in an awareness-raising session organized by UNHCR and/or any other requesting UN agency in Rwanda or its partners on the provision of services to persons of concern. its competence and offer appropriate training to its staff/agents on the prevention of fraud and the prevention of sexual exploitation and abuse.

**VII. Integration with UNHCR Enterprise Resource Planning (ERP) system for payment submission**

Where it is appropriate to use the UNHCR EPR system or other payment calculation application of UNHCR or any other requesting UN agency in Rwanda, this section details the minimum requirements for integration between systems of the financial service provider and any other UN agency requesting the service through two simple interfaces.

1. Integration of application programming interfaces (API

A clear specification of the type of interface to be used, full details, and the data required and returned is required. The exact domains will be determined in collaboration with the financial service provider during integration (see Appendix H - Data dictionary for more information).

1. SFTP and Host to Host protocols

a. UNHCR and/or any other requesting UN agency in Rwanda will be required to establish a host-to-host connection and send payment files from its ERP system via electronic file transfer.

b. Connectivity between hosts will be established securely and files will be encrypted and sent in XML format.

c. UNHCR and/or any other requesting UN agency in Rwanda also wishes a response from the financial service provider regarding the progress of execution.

d. The exact areas will be determined in collaboration with the financial service provider during onboarding.

Furthermore:

a. The financial services provider must set up a simulation/test integration environment during the testing phase and then a secure production server at launch.

b. The financial service provider will communicate all data necessary for the complete test, including the beneficiaries' test accounts, the test account numbers associated with the test entitlement cards and the test wallets.

c. As soon as possible, UNHCR and/or any other requesting UN agency in Rwanda wishes to use the ISO 20022 standard for communication and data exchange with the financial service provider.

d. Alternatives to the ISO 20022 standard will be studied but must meet the minimum integration requirements of UNHCR and/or any other requesting UN agency in Rwanda (see Annex H - Data Dictionary).

e. Other development work necessary for the integration with the financial service provider will be assumed by the latter and can be added to the financial offer.

f. UNHCR and/or any other requesting UN agency in Rwanda wishes to work directly with the financial service provider on the integration between the financial service provider's and the financial service provider's systems financial.

**VIII. Use of the same execution mechanism by different institution**

Upon authorization by UNHCR and agreement with the financial service provider, other humanitarian actors must be able to deposit cash, restricted or not, into the account (via card or wallet) when targeting common beneficiaries. The financial service provider must be able to clear separate funds from multiple humanitarian actors for tracking purposes, either through the PEPS (first in, first out) method or through multiple wallets. Humanitarian actors using this functionality must pay the same transaction fees and benefit from the same procedures, clauses, and conditions, as agreed between the service provider and UNHCR. The financial service provider will provide UNHCR with transactional data (transaction list, withdrawal type, amount, location, timestamp, balances, etc.) regarding the disbursement of funds.

**IX. Reporting and reconciliation**

The financial service provider must provide regular reports regarding the monitoring, recording, and reporting of transactions, including acknowledgments of receipt of orders and evidence of withdrawal or disbursement, as well as acknowledgments of receipt of funds by beneficiaries. A detailed list of requested reports is included in the technical offer (Annex B).

The reporting system depends greatly on the type of enforcement mechanism used. If transfers and disbursements are made through banks, cards, mobile phones or another electronic system, UNHCR and/or any other requesting UN agency in Rwanda will favor an electronic reporting system accessible online in real time.

Reports regarding potential ERP integration:

The service provider must be able to provide fully formatted reports regarding transactions made from the accounts of UNHCR or any other requesting UN agency in Rwanda in favor of beneficiaries, or at least the raw data to enable develop these reports.

**X. Internal control mechanisms and risk management**

The financial services provider will ensure that appropriate internal control and fraud prevention mechanisms are in place. Although these mechanisms may vary depending on the type of financial service provider, the internal control mechanisms offered must be clearly defined in the offer. The submission must specify the company's compliance risk assessment program and business continuity plan, its monitoring measures and regular testing of security systems and procedures, as well as the monitoring, detection, and monitoring mechanism. real-time response to technical issues and potential fraud.

To be effectively relieved of their contractual obligations, selected financial service providers must provide a performance bond/bank guarantee. The bond/guarantee will be determined as necessary by UNHCR and/or any other requesting UN agency in Rwanda based on the results of the operational and financial assessments. The value of the bond/guarantee will represent a proportion of the monthly transfer amount (subject to the level of risk identified) and will cover the entire duration of the contract. It will only be refundable in the event of satisfactory execution and conclusion of the contract.

Account management

The financial service provider will open a special account dedicated to UNHCR and/or any other requesting UN agency in Rwanda, which will be funded by it and will be used to make transfers to the accounts/wallets of the target beneficiaries. The service provider must guarantee complete segregation of funds as well as their traceability until their withdrawal or disbursement by the beneficiaries.

The financial service provider must reimburse UNHCR or any other requesting UN agency in Rwanda for any balance not withdrawn by beneficiaries from an account held by UNHCR or any other requesting UN agency in Rwanda, in accordance with the criteria which will be specified by UNHCR and/or any other requesting UN agency in Rwanda in the framework agreements.

The financial service provider must ensure that measures to control access to the physical or virtual system, limiting access to beneficiary data and tracking user access, are in place.

**XI. Data protection agreement**

It is very important that UNHCR and any other requesting UN agency in Rwanda demand protection of the confidentiality and security of those under its protection. Thus, the services and transfer mechanisms offered must be aligned with UNHCR's policy on the protection of personal data of individuals of concern to its mandate and must reflect the rules and processes allowing the encryption of beneficiary data. Where national legislation regarding the knowledge of customers' identities requires the disclosure of personal data and the identity of beneficiaries, financial service providers are asked to determine whether an exception to these rules can be obtained from the authorities.

The financial services provider must have or be able to implement appropriately applicable data protection policies, including:

- encryption of any database offering details on beneficiaries.

- the policy relating to the processing and management of personal data.

- data sharing and access, in accordance with the UNHCR Personal Data Protection Policy.

In addition to the framework agreement signed by UNHCR or any other requesting UN agency in Rwanda with the financial service provider, the UNHCR supplementary agreement relating to the protection of personal data (Annex F) will be signed between the two parts. If the service provider subcontracts to a third party to provide its services, the third party will also be held responsible, under the same additional agreement relating to the protection of personal data.

The financial service provider must maintain an up-to-date security information policy consistent with UNHCR’s policy on the protection of personal data.

**XII. Insurance**

Neither UNHCR nor any other requesting UN agency in Rwanda can be held responsible for any fraud, misappropriation or loss of funds occurring between the agency's special account at the financial service provider and the targeted beneficiaries.

The financial service provider must specify the insurance mechanism in force or planned for implementation, to offer the necessary financial guarantees in the event of fraud, misappropriation, or loss of funds from this project under the responsibility of the financial service provider. financial services, including the transfer of initial funds from UNHCR or any other requesting UN agency in Rwanda to the dedicated account of the financial service provider, and subsequent disbursement to targeted beneficiaries.

In some cases, a performance bond/guarantee will be required.

**XIII. Performance evaluation**

UNHCR and any other requesting UN agency in Rwanda will periodically review the performance of financial service providers to ensure, among others, the following:

1) documents from persons within its competence are accepted in connection with opening an account and transfer services.

2) the funds transfer system of the financial service provider complies with the framework agreement/proposal of the financial service provider.

3) the geographical coverage of the services is in accordance with the framework agreement/offer of the financial service provider.

4) the distribution of means of payment (SIM cards, bank cards, mobile phones, PIN codes, locations of withdrawal points, cash points, etc.) is carried out in accordance with the framework agreement/offer of the service provider financial services.

5) the distribution, confirmation reports, reconciliation reports, refunds, invoices, and other matters detailed in the framework agreement/offer from the financial service provider is timely and accurate.

6) withdrawal points with sufficient liquidity (in the correct currency) are made available to beneficiaries.

7) beneficiaries and staff/field agents are trained, in accordance with the offer of the financial service provider.

8) the communication, complaints management and response mechanisms offered to beneficiaries (i.e., tele-assistance services by telephone) are effective.

9) the response mechanisms of the financial service provider in the event of loss/theft of means of payment or withdrawals are effective.

10) staff/agents demonstrate professionalism in providing services and the responsiveness of the financial service provider to UNHCR requests or questions.

In addition, UNHCR and any other requesting UN agency in Rwanda will assess whether the core performance indicators (see list of proposed indicators in Annex B) are met in accordance with the framework agreement/service provider's offer. financial.

**XIV. Compliance with national legislation**

All financial transfers or other services offered, as well as the underlying infrastructure, must comply with national regulatory frameworks, particularly regarding government permits, taxation, knowledge of the identity of the clients, the fight against money laundering, the fight against terrorism and international sanctions, laws and standards concerning the protection of personal data and mandatory information security requirements.

Offers must provide the required certifications to ensure that the transfer and disbursement mechanism fully complies with national legislation.

**XV. Dispute resolution and applicable Law**

Any dispute, dispute or claim arising out of or in connection with the Framework Agreement will be subject to Article 19 of the UNHCR General Conditions Applicable to Contracts for the Supply of Goods and Services, which can be found in annex to the framework agreement between the financial service provider and UNHCR and governed exclusively by the said article. The interpretation, construction and execution of the framework agreement will be exclusively governed by the general principles of international commercial law, to the exclusion of any choice of rules of law which would subject the framework agreement to the laws of any jurisdiction.

**XVI. Privileges and immunities**

The Financial Service Provider will acknowledge and agree that the property, funds, and assets of UNHCR and any other requesting UN agency in Rwanda, and their official officials and consultants, enjoy the privileges and immunities prescribed by the UN Convention. 1946 on the Privileges and Immunities of the United Nations and/or any other relevant international convention. The bank accounts of UNHCR and any other requesting UN agency in Rwanda shall enjoy the privileges and immunities of the United Nations and of UNHCR or any other requesting UN agency in Rwanda concerned, including full immunity against seizure, privilege or any other charges against accounts held by UNHCR or any other requesting UN agency in Rwanda or funds contained in such accounts.

End