

Call for Expression of Interest



Danish Refugee Council – West Africa, North Africa and Latin America Regional Office (DRC WANALA)

Villa lot 69, Almadies zone 13

DAKAR - SENEGAL

31/05/2024

To: All suppliers interested

Expression of Interest No.: EOI-RO03-2024-001

Dear Sir/Madam:

DRC is providing support to displacement-affected communities in **Mali, Niger, Nigeria, Burkina Faso, Central African Republic, Cameroon and Chad**, in order to implement **Cash Assistance Programs**. The supply of this **Cash and Voucher assistance (CVA) can take the form of E-Card, Paper vouchers, Cash-MFI and Mobile money**.

This Expression of Interest (EOI) process is the first stage of a multi-stage process. DRC intends to distribute cash and/or vouchers up to a value of **11 000 000 USD per year** to our beneficiaries through one or more FINANCIAL SERVICE PROVIDERS (FSPs) to implement Cash and Voucher Assistance (CVA). CVA refers to all programs where cash transfers or vouchers for goods or services are directly provided to recipients. The FSPs passing the evaluation of the EOI will be invited to participate in a Request For Proposal (RFP).

The overall goal of DRC's CVA is to have enhanced resilience through community-based protection and socio-economic self-reliance support; it also intends to provide choice and flexibility to beneficiaries for usage of cash as per their needs.

DRC seeks an EOI from different FSPs to provide their services in support of the implementation of DRC's CVA through the signing of a framework agreement. Selected institution(s) will be required to provide the most effective and efficient cash and/or voucher delivery mechanisms in support of DRC's CVA. Based on the outcome of the EOI, DRC reserves the right split the subsequent RFP into lots for different delivery mechanisms, as well as sign framework agreements with multiple FSPs, based on programmatic necessity.

Required options to deliver cash and/or voucher to beneficiaries are as follows:

- OPTION 1: Bank accounts
- OPTION 2: Mobile money – via Mobile Network Operators (MNOs) or banks
- OPTION 3: Smart cards and pre-paid cards – for cash grants and electronic vouchers – through banks or non-bank FSPs
- OPTION 4: Delivery through an agent/over the counter (OTC) – through a formal or informal institution acting as an intermediary – including money transfer agents and traders

DRC invites qualified FSPs to submit their EOI in respect of one or more of these options before the deadline as stipulated in the section below.

I. EOI DETAILS

The EOI details are as follows:

CT CTP 01 – EXPRESSION OF INTEREST

Date: 01-10-2020 • Valid from: 01-10-2020

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Line	Item	Time, date, address as appropriate
1	Call for Expression of Interest published	31/05/2024 – 3:00 pm (UTC-0) / 5:00 pm (UTC+2)
2	Closing date for clarifications	20/06/2024 – 3:00 pm (UTC-0) / 5:00 pm (UTC+2)
3	Technical meeting and clarification of questions	18/06/2024 – 3:00 pm (UTC-0) / 5:00 pm (UTC+2)
4	Closing date and time for receipt of EOI	21/06/2024 – 6:00 pm (UTC-0) / 8:00 pm (UTC+2)
5	EOI Opening Location	DRC regional office – Dakar, Senegal
6	EOI Opening Date and time	24/06/2024 – 3:00 pm (UTC-0) / 5:00 pm (UTC+2)

II. WHO SHOULD APPLY?

Any FSP fulfilling the technical administrative and programmatic criteria outlined in section V. of this Call for EOI is encouraged to apply.

III. QUERIES ABOUT THIS EOI

For queries on this EOI, please contact the Supply Chain Manger, mamadou.barry@drc.ngo

All questions regarding this EOI shall be submitted in writing to the above. On the subject line, please indicate the EOI number. **EOI responses shall not be sent to the above email.**

All questions during the EOI period, as well as the associated answers, will be shared with all invited FSPs, or for open Calls for Expression of Interest published at: **Relief web, DRC tenders and Coordination Sud.**

IV. TECHNICAL MEETING

An EOI technical meeting will be held on the 18/06/2024 – 3:00 pm (UTC-0) / 5:00 pm (UTC+2) at DRC WANALA's Regional Office, Villa lot 69, Almadies zone 13 DAKAR - SENEGAL, for all interested parties to attend.

The objective is twofold:

- For DRC technical staff to give an overview of the requirements and expectations of the FSPs, including types of contracts etc. to be entered into.
- To allow potential service providers the opportunity to further understand the DRC requirements and ask questions to clarify the programme and/or the application process.

All questions and answers covered at the EOI technical meeting will be sent to all parties who attend the meeting.

A copy of the questions and answers can be requested from: mamadou.barry@drc.ngo

All costs associated with attending the EOI technical meeting are on the individuals account.

V. SELECTION CRITERIA

The intention of this Call for EOI is to shortlist potential suppliers that will be invited to an RFP where DRC will request further details on the technical solutions from the respective bidders as well as a financial proposal. In order to be invited to the RFP, the bidders must pass all technical criteria listed in the Call for EOI, both administrative and programmatic.

The following **administrative pass/fail criteria** will be used to evaluate the bidder's ability to support DRC's cash and voucher assistance:

Administrative Criteria #	Administrative Criteria description	Required documentation to be submitted
1	Legal status to operate in Mali, Niger, Nigeria, Burkina Faso, Central African Republic, Cameroon and Chad.	Proof of legal status – either attached separately or mentioning tax registration number in Supplier Profile & Registration Form.
2	Necessary approvals required by the Government to operate cash and voucher assistance in Mali, Niger, Nigeria, Burkina Faso, Central African Republic, Cameroon and Chad.	Approval or certification from government in relevant country.
3	Compliance with country legislation on KYC in Mali, Niger, Nigeria, Burkina Faso, Central African Republic, Cameroon and Chad.	Annex – EOI Application Form (for applicable delivery option(s))
4	Compliance with the European Union’s General Data Protection Regulation (“GDPR”) (Regulation (EU) 2016/679).	Annex – EOI Application Form (for applicable delivery option(s))

The following **programmatic pass/fail criteria** will be used to evaluate the bidder’s ability to support DRC’s cash and voucher assistance:

Programme Criteria #	Programme Criteria description	Required documentation to be submitted
1	At least one (1) technical solution(s), type(s) of cash and/or voucher delivery mechanisms / payment systems options provided as mentioned on page 1.	Annex – EOI Application Form (for applicable delivery option(s))
2	Coverage in at least one (1) relevant geographical areas of operation for DRC’s CVA.	Annex – EOI Application Form (for applicable delivery option(s))
3	Capacity to deliver 100 000 USD volume of assistance requested by DRC as mentioned on page 1.	Annex – EOI Application Form (for applicable delivery option(s))

Please note that EOI submissions shall respond to all criteria, or they may be disqualified.

VI. EOI SUBMISSION

Your EOI submission must contain the documents indicated above in section V. SELECTION CRITERIA.

FSPs that pass the Call for EOI and are invited for the RFP will be asked to submit their financial proposal. **Financial proposals should not be submitted with the EOI.**

A. Email submission

EOI submissions can be submitted by email to the following dedicated, controlled, & secure email address: tender.ro03@drc.ngo

This address should not be used for any other correspondence and questions to this address will not be answered.

When submissions are emailed the following conditions shall be complied with:

- **The EOI number shall be inserted in the Subject Heading of the email**
- Required documents shall be included as an attachment to the email in PDF, JPEG, TIF format, or the same type of files provided as a ZIP file. Documents in MS Word or excel formats, will result in the submission being disqualified.

- Email attachments shall not exceed 4MB; otherwise the FSP shall send his EOI response in multiple emails.

Failure to comply with the above may disqualify the EOI submission.

DRC is not responsible for the failure of the Internet, network, server, or any other hardware, or software, used by either the Bidder or DRC in the processing of emails.

DRC is not responsible for the non-receipt of EOI submissions by email as part of the e-Tendering process.

B. Hard Copy

Hard copy EOI submissions shall be placed in a **sealed** envelope, marked as follows:

EOI No.: **EOI-RO03-2024-001**

Company Name:

To: **DRC WANALA - Villa lot 69, Almadies
zone 13 - DAKAR - SENEGAL**

Bids can be submitted in one of two ways; hardcopy or electronically. If the Bidder submits a Bid in both Hardcopy and electronically, DRC will choose the version that is the most advantageous to DRC.

VII. REVIEW OF EOI SUBMISSIONS

The review of all EOI submissions will be done by **24/06/2024** – 3:00 pm (UTC-0) / 5:00 pm (UTC+2). Those accepted as DRC FSPs will then be sent a 'Request For Proposal' (RFP) to complete and submit to DRC as a formal Tender.

DRC will not be liable for any costs incurred by applicants through participation in the EOI process.

Under DRC's Anticorruption Policy all parties shall observe the highest standard of ethics during the procurement and execution of such contracts. DRC will reject a Bid if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.

VIII. DISCLAIMER

DRC is not committed contractually in any way to those applicants whose applications are accepted.

While the information contained in this request for EOI has been formulated with all due care, DRC does not warrant or represent that the information is free from errors or omissions. The information is made available on the understanding that the DRC and its respective employees and agents, shall have no liability (including liability by reason of negligence) for any loss, damage, cost or expense incurred or arising by reason of any person using or relying on the information and whether caused by reason of any error, omission or misrepresentation in the information or otherwise.

We look forward to your participation.

Yours sincerely