

Call for

Expression of Interest

**DRC Capital office**

**House no. 248 Block no. 5 Almahrooga,**

**Gadaref town,**

**Sudan**

**6 November 2023**

**To: Interested qualified and specialised financial Service provider**

**Expression of Interest No.:** **EOI-SDN-2023-001.**

Dear Sir/Madam:

Founded in 1956, the Danish Refugee Council (DRC) is Denmark’s largest, and leading international NGO - one of the few with a specific expertise in forced displacement. In 40 countries 7,500 employees protect, advocate, and build sustainable futures for refugees and other displacement-affected people and communities. DRC works during displacement at all stages: In the acute crisis, in exile, when settling and integrating in a new place, or upon return. DRC provides protection and life-saving humanitarian assistance. DRC supports displaced persons in becoming self-reliant and included in hosting societies. DRC works with civil society and responsible authorities to promote protection of rights and peaceful coexistence

The Danish Refugee Council (DRC) has received a grant from *Several Donor*s for the implementation of the humanitarian aid operation entitled *Several operations*. Part of this operation is the implementation of Cash Assistance Programming in **Sudan,**

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 [**$** **45 Million**] to our beneficiaries through one or more FINANCIAL SERVICE PROVIDERS (FSPs) to implement Multi-Purpose Cash Assistance (MPCA). MPCA refers to all programmes 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).

DRC seeks an EOI from different FSPs to provide their services in support of the implementation of DRC’s MPCA 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 MPCA. 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 per attached terms of reference (TOR)

DRC intends to provide cash assistance in form of Mobile Money Transfer, Over the Counter “OTC”, and other cash delivery mechanisms in the Areas of Sudan, as stated and listed in **Annex E.**

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.

# EOI DETAILS

The EOI details are as follows:

|  |  |  |
| --- | --- | --- |
| **Line** | **Item** | **Time, date, address as appropriate** |
| 1 | Call for Expression of Interest published | **7th November 2023** |
| 2 | Closing date for clarifications | **20th November 2023** |
| 3 | Technical meeting and clarification of questions | **9th November 2023 at 11:00 in DRC office Gedaref** |
| 4 | Closing date and time for receipt of EOI | **21st November 2023 1600 Sudan time** |
| 5 | EOI Opening Location | **DANISH REFUGEE COUNCIL DRC office Gedaref** |
| 6 | EOI Opening Date and time | **22nd November 2023** |

**PLEASE NOTE: NO EOI WILL BE ACCEPTED AFTER THE ABOVE CLOSING TIME AND DATE**

# WHO SHOULD APPLY?

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

# QUERIES ABOUT THIS EOI

For queries on this EOI, please contact the Supply Chain Manager, by writing an email to [muhammad.shoaib@drc.ngo](mailto:muhammad.shoaib@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 the following link: **[**Tender.drc**]**

# TECHNICAL MEETING

An EOI technical meeting will be held on 07 November 2023 11:00am to 12:00am Sudan time in DRC office in Gedaref and online on team (please reach to following email address to send you team link), 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: [**Muhammad.shoaib@drc.ngo**](mailto:Muhammad.shoaib@drc.ngo)

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

# 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 Multi-Purpose Cash Assistance:

|  |  |  |
| --- | --- | --- |
| **Administrative Criteria #** | **Administrative Criteria description** | **Required documentation to be submitted** |
| 1 | Legal status to operate in country. | 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 Multi-Purpose Cash Assistance. | Approval or certification from government in relevant country. |
| 3 | Compliance with country legislation on Know Your Customer. | Annex A – EOI Application Form (for applicable delivery option(s)) |
| 4 | Compliance with the European Union’s General Data Protection Regulation (“GDPR”) (Regulation (EU) 2016/679) or equivalent. | Annex A – EOI Application Form (for applicable delivery option(s)) |
| 5 | Supplier Annexes | Annex B - Supplier Profile and Registration Form  Annex C - General Conditions of Contract  Annex D - Supplier Code of Conduct |

The following **programmatic pass/fail criteria** will be used to evaluate the bidder's ability to support DRC’s Multi-Purpose Cash Assistance:

|  |  |  |
| --- | --- | --- |
| **Programme Criteria #** | **Programme Criteria description** | **Required documentation to be submitted** |
| 1 | At least three (3) technical solution(s), type(s) of cash and/or voucher delivery mechanisms / payment systems options provided as mentioned in the TOR under clause 5. | Annex A1-4 – EOI Application Form (for applicable delivery option(s)) |
| 2 | Coverage in either These include as per Annex E, following states i.e. Central Darfur, South Darfur Khartoum, South Kordofan, Al Jazeera, and White Nile depending on need plus all the relevant geographical areas of operation for DRC’s MPCA. | Annex A1-4 – EOI Application Form (for applicable delivery option(s)) |
| 3 | Capacity to deliver:  At least $30,000 per physical distribution round and $500,000 per distribution round for e-cash. | Annex A1-4 – EOI Application Form (for applicable delivery option(s)) |
| 4 | Data Protection and Data Management Organization is GDPR-Compliant (EU’s General Data Protection Regulation 2016/679) and/or has a comprehensive data protection policy | Annex A 1-4– EOI Application Form  Company Data Protection Policy |
| 5 | 2 to 3 years of experience from at least one other NGO or international organisation in supporting the delivery of humanitarian Multi-Purpose Cash Assistance | Annex A – EOI Application Form  Recommendation letter / proof of partnership from at least one other NGO or international organisation in supporting the delivery of humanitarian Multi-Purpose Cash Assistance |
| 6 | Pre-Finance Capacity  Capacity to pre-finance transfers | Annex A – EOI Application Form |

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

# 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.**

## Email submission

## EOI submissions can submitted by email to the following dedicated, controlled, & secure email address:

**[tender.sdn@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.

# REVIEW OF EOI SUBMISSIONS

The review of all EOI submissions will be done by [**22nd November 2023**]. 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.

# 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

Danish Refugee Council - Sudan