**Component III – Technical Proposal and Financial Proposal Questionnaires**

This section consists of a Technical Proposal (Component IIIa) and Financial Proposal (Component IIIb). Bidders may respond to the questionnaires in a separate Word document in the order presented in the questionnaire below.

***N.B. No financial information or any prices, whether for deliverables or line items, may be included in the technical proposal (Component IIIa).***

Bidders may refer to **Component II: Scope of Work (SoW)** for technical guidance.

**Component IIIa – Technical Proposal Questionnaire**

Please complete the following steps to submit a bid proposal.

1. Specify Lots **(*check all that apply*).**

Please refer to **Component II – SoW Table 1** for a description of each Lot:

|  |  |  |
| --- | --- | --- |
| Lot 1 | Lot 4 | Lot 7 |
| Lot 2 | Lot 5 | Lot 8 |
| Lot 3 | Lot 6 | Lot 9 |

1. Specify the **modality and delivery mechanism** for each lot indicated above (see Component II – SoW Table 2 for a description of modalities and delivery mechanisms).

| Lot | Sector | Modality\* | Delivery Mechanism |
| --- | --- | --- | --- |
| 1 | MPCA | Unrestricted cash distribution | Option 1 – Electronic Cash Distribution  Option 2 – Non-electronic Cash Distributions |
| 2 | MPCA | Unrestricted cash distribution | Option 1 – Electronic Cash Distribution  Option 2 – Non-electronic Cash Distributions |
| 3 | MPCA | Unrestricted cash distribution | Option 1 – Electronic Cash Distribution  Option 2 – Non-electronic Cash Distributions |
| 4 | Shelter | Restricted cash distribution | Option 1 – Electronic Vouchers  Option 2 – Paper Vouchers (CRS set up and distribution)  Option 3 – Paper Vouchers (FSP Set up and distribution) |
| 5 | Shelter | Restricted cash distribution | Option 1 – Electronic Vouchers  Option 2 – Paper Vouchers (CRS set up and distribution)  Option 3 – Paper Vouchers (FSP Set up and distribution) |
| 6 | Shelter | Restricted cash distribution | Option 1 – Electronic Vouchers  Option 2 – Paper Vouchers (CRS set up and distribution)  Option 3 – Paper Vouchers (FSP Set up and distribution) |
| 7 | Food | Unrestricted cash distribution | Option 1 – Electronic Cash Distribution  Option 2 – Non-electronic Cash Distributions |
| 8 | Food | Unrestricted cash distribution | Option 1 – Electronic Cash Distribution  Option 2 – Non-electronic Cash Distributions |
| 9 | Food | Unrestricted cash distribution | Option 1 – Electronic Cash Distribution  Option 2 – Non-electronic Cash Distributions |

1. Fill out the following sections in the Questionnaire:

* **Section 1** – All bidders must complete this Section.
* **Section 2** – Only bidders proposing electronic cash distributions (e.g. through smart cards or mobile phones and electronic vouchers) for one or multiple lots need to complete Section 2.
* **Section 3** – Only bidders proposing non-electronic cash distributions (e.g. physical cash distributions or paper vouchers) for one or multiple lots need to complete Section 3.
* **Section 4** – All bidders must complete this Section.
* **Section 5** – All bidders must complete this Section.

| **No.** | **Category** | **Minimum Service Requirements** | **Yes/No** |
| --- | --- | --- | --- |
| **Section 1: Organizational Overview & General Information** | | | |
| *All bidders must complete questions 1.1 to 1.6. Bidders working through a local FSP must also complete questions 1.7 and 1.8.* | | | |
| **1.1** | **Service Name (bidder)** | Provide contact information of your organization (full name, address, country, telephone, email addresses, website, contact people). |  |
| **1.2** | **Licensing & Registration (bidder)** | Copy of certificate of Registration or legal business license that allows you to work in Sudan generally. |  |
| **1.3** | **Tax Regulation (bidder)** | Provide a copy of your most recent tax clearance (if available). |  |
| **1.4** | **Organizational Overview (bidder)** | **Provide an overview of your organizational structure including:**   1. Number of staff, 2. Coverage Area in Sudan 3. How many days do you need to deploy agents to these locations (if relevant). 4. Years in business in Sudan. 5. Years in business outside Sudan (if relevant). |  |
| **1.5** | **Brochure, Catalog and Booklet (bidder)** | Attach brochures, catalogs and booklets that present your organization (if available). |  |
| **1.6** | **Past Experience References (bidder)** | **Describe your past experience with International non-governmental organizations (INGOs), Government Agencies, UN and/or other international or humanitarian organizations delivering similar services:**   1. Explain with which agencies you worked, the nature of the program, scale, geographic locations and payment mechanism used. 2. Include a list of references and current contact information (from at least 3 different agencies if applicable). |  |
| **1.7** | **Service Name (local FSP)** | **If your organization is working through a local FSP in Sudan, please, provide**   1. Contact information (full name, address, country, telephone, email addresses, website, contact people) of the local FSP. 2. Copy of certificate of Registration or legal business license that allows the local FSP to work in Sudan generally. 3. Provide an overview of the local FSP organizational structure including:    1. Number of staff,    2. Coverage Area    3. Years in business |  |
| **1.8** | **Brochure, Catalog and Booklet (local FSP)** | **If your organization is working through a local FSP in Sudan, please,** attach brochures, catalogs and booklets that illustrate the local FSP’s functions (if available). |  |
| **Section 2: Electronic Cash Distribution (e.g. through smart cards or mobile phones, electronic vouchers)** | | | |
| **2.1** | **Electronic Cash Payment** | Describe fund transfer process from CRS to **beneficiary.**   1. How many days’ notice is needed to enact the payments? 2. Explain how beneficiaries will be notified of payments. 3. How many beneficiaries can receive payments in one day, in one month? 4. What specific types of ID are accepted for beneficiaries to access funds? 5. Explain the registration process, and what type of IDs are needed to register an account (before payments would even be enacted). 6. Is your organization able to make bulk transfers to multiple beneficiaries simultaneously? |  |
| **2.2** | **Transaction volume limitations** | **Describe all monetary limits.**   1. Is there a monetary ceiling for individual transfer amounts? 2. Is there a monetary ceiling for withdrawal amounts per beneficiary? 3. Is there a total monetary ceiling for daily transfers? 4. Is there a limit on the number of daily transfers? |  |
| **2.3** | **Security of Funds** | 1. Describe processes and policies for security of funds once they are deposited into FSP’s account. 2. Explain safeguards to mitigate beneficiaries’ ability to receive payments multiple times in the same distribution. 3. How are beneficiaries ID pre-verified before payment is made and how is this information provided to CRS once payments are made? 4. How and when will CRS be notified if any service is impacted by a systems failure? 5. What back-up arrangements exist in event of system failures? 6. Explain how payments can be enacted with/without mobile or Wi-Fi network connectivity. 7. Is CRS required to prefinance? 8. Are CRS Funds insured? |  |
| **2.4** | **Reporting** | **Describe all current reports available, including:**   1. What information is included in the report? 2. How often can reports be generated and made available to CRS? 3. Are you able to provide real-time information on balances and transactions? If you do not provide real-time information, how often and when is same-day information updated? |  |
| **2.5** | **Reconciliation** | 1. What is the reconciliation process for payments? 2. Explain the process for return of funds not received or collected by beneficiaries. |  |
| **Section 3: Non-Electronic Cash Distribution (e.g. physical cash distribution or paper vouchers)** | | | |
| **3.1** | **Distribution process** | 1. Explain the distribution process. 2. How is liquidity managed at the community/cash distribution point level? 3. Explain the registration process, and what type of IDs are needed to register an account (before payments would even be enacted). 4. Explain how beneficiaries will be notified of payments. |  |
| **3. 2** | **Security of Funds** | 1. Describe processes and policies for security of funds once they are deposited into the account. 2. Explain safeguards to mitigate beneficiaries’ ability to receive payments multiple times in the same distribution. 3. How are beneficiaries ID pre-verified before payment is made and how is this information provided to CRS once payments are made? 4. If you are proposing **physical cash distributions**, which measures or distribution protocols are you recommending to mitigate any security incidents at the distribution points? 5. If you are proposing **paper vouchers**, which measures or distribution protocols are you recommending to mitigate any misuse of resources (e.g. copy of vouchers)? 6. Is CRS required to prefinance? 7. Are CRS Funds insured? |  |
| **3.3** | **Reporting** | **Describe all current reports available, including:**   1. What information is included in the report? 2. How often can reports be generated and made available to CRS? 3. Are you able to provide real-time information on balances and transactions? If you do not provide real-time information, how often and when is same-day information updated? |  |
| **3.4** | **Reconciliation** | 1. What is the reconciliation process for payments? 2. Explain the process for return of funds not received or collected by beneficiaries. |  |
| **Section 4: Security and Internal Controls** | | | |
| **4.1** | **Audit** | 1. Is an audit trail report available, showing all activity, by whom, and when? 2. Would you agree to provide samples of audit trail and other security reports if requested by CRS. |  |
| **4.2** | **Archived Information** | How long is historical information retained? |  |
| **4.3** | **Data Privacy** | Describe the process and policies you have for ensuring the privacy and security of beneficiary data/information involving their personal information and transactional history. |  |
| **Section 5: Service Relationship Management/Technical Support & Training** | | | |
| **5.1** | **Relationship Specific** | **Describe how the relationship will be managed with CRS.**   1. Describe the personnel assigned (e.g., position/title, location, experience). 2. Discuss the role CRS is expected to play in the cash distribution for each proposed payment mechanism (e.g. provide a list of registered beneficiaries, attend physical cash distribution, sign daily distribution reports). |  |
| **5.2** | **Troubleshooting** | **Explain the troubleshooting methods and solutions outlined for different scenarios:**   1. Beneficiaries whose documentation does not match: for example, names are spelled differently on their identification from the name on the distribution list, signature at point of claim does not match their identification, value of claim differs from distribution list. 2. Beneficiaries who do not redeem or collect their cash. |  |

**Component IIIb – Financial Proposal Questionnaire**

How to complete the Financial Proposal Questionnaire:

* **Section 1** – All bidders must complete this Section. The Financial Proposal Questionnaire may be responded to in a separate Word document in the order presented in the questionnaire below. Bidders may refer to Component II: Scope Of Work (SoW) for guidance.
* **Section 2** – All bidders must provide a quote for each lot they are bidding for. The quote may be responded to in a separate document using the template below. Bidders may refer to Component II: Scope Of Work (SoW) for guidance.

|  |  |  |
| --- | --- | --- |
| **Section 1 – Costing Structure & Fees** | | |
| **1.1** | **Proposed Cash Distribution Payment Mechanism** | For each lot (Component IIIa, 1), modality and delivery mechanism (Component IIIa, 2), please indicate:   * The fees on transfer value.   Please, refer to Component II – SoW (Table 1) for the details in terms of locations, localities, number of beneficiaries, frequency and transfer value. |
| **1.2** | **Beneficiary Charges** | Are beneficiaries charged any fees whether for cash reception, or any other transaction fees? If yes, please provide details of these fees. |
| **1.3** | **Additional Charges** | Are there any additional costs (e.g. platform fees, subscription fees, security fees)? If yes, please   1. Indicate if these costs are required (or related to optional services you provide). 2. Provide details of each additional cost (required or optional). |
| **Section 2 – Quote** | | |
| You will find below the template to present your financial offer/quote   * Please, include the lot(s) you are bidding for in the table. Each lot should be presented on a separate row. Reference documents: Please, use **Component II – SOW Table 1** for the lot number, number of households (HH), number and value of each transfer. Please, use **Component IIIa, 2** **Modality and Delivery mechanism** for the delivery mechanism. * In case a column does not apply to you, please, indicate N/A in this column (but do not delete the column). | | |

**Table 1. Financial Quote template**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Lot | Delivery mechanism | Delivery time | Number of HHs | Number of transfers | Value of one transfer USD | Total USD | Fees on transfer value (%) | fees on transfer value (USD) | Additional costs (e.g. subscription, platform, security) % | Additional costs (e.g. subscription, platform, security) USD | Total costs (USD) | Budget notes and comments |
| 1 |  |  | 633 | 1 | 240 | 152,000 |  |  |  |  |  |  |
| 2 |  |  | 633 | 1 | 240 | 152,000 |  |  |  |  |  |  |
| 3 |  |  | 633 | 1 | 240 | 152,000 |  |  |  |  |  |  |
| 4 |  |  | 300 | 1 | 525 | 157,500 |  |  |  |  |  |  |
| 5 |  |  | 300 | 1 | 525 | 157,500 |  |  |  |  |  |  |
| 6 |  |  | 300 | 1 | 525 | 157,500 |  |  |  |  |  |  |
| 7 |  |  | 825 | 2 | 112 | 184,800 |  |  |  |  |  |  |
| 8 |  |  | 825 | 2 | 112 | 184,800 |  |  |  |  |  |  |
| 9 |  |  | 825 | 2 | 112 | 184,800 |  |  |  |  |  |  |