**SCOPE OF WORK:**

**Non-Food Item (NFI) Vendor Provider for Voucher Program**

**Background:**

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within. Globally, Mercy Corps’ current agricultural programs are valued at over 200 million USD and improve the lives of over one million smallholder and pastoralist households across 27 countries, primarily focused on households in Africa.

Mercy Corps Europe, formerly known as Mercy Corps Scotland, has been operational in Sudan since 2004 and currently leads humanitarian assistance efforts in conflict-affected South Darfur and South Kordofan States, supporting IDPs, returnees, refugees, and host communities. Mercy Corps’ current areas of programming include food security and livelihoods, WASH, nutrition, peace building and protection. Mercy Corps is engaged in the South Sudanese refugee response in refugee camps across White Nile State.

**Summary of Services Required**

Mercy Corps Sudan is seeking to engage a Non Food Item (NFI) Vendor provider (formal or informal) to support NFI commodity distribution to program participants in any of the locations of Central Dafur State etc. which is open to all interested partners who buy into the idea and would like to explore the opportunity. The vendor would be required to do the following.

* Sell commodities to program participants using the voucher with dignity.
* Sell quality commodities for a fair market price
* Enter into a contract agreement based on Mercy Corps terms and conditions.
* Provide cash to program participant if requested and available at vendor shop.

**Target locations**

* Food distributions are across all locations within Sudan State. However, additional service locations might be required and will be agreed upon at the onset of each new program activity in writing.
* Documentation and process for food distributions are defined below, however, additional processes and documentations might be required and will be agreed upon at the onset of each new program activity in writing.

**Transfer Value**

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* Caseload = 25,000 HHs
* Transfer value = 840,000 SDG.
* Location = Central Dafur, South Dafur, North Kordofan, South Kordofan, Kassala, Gedaeef, and Norther State
* Duration: 1 November 2024 – October 31, 2025.

**Responsibilities of The Service Provider**

The Vendor(s) will provide their services in the South Dafur, Central Dafur, North Kordofan, South Kordofan State, Khartoum, Gedaref and Kassala; for the following activities of Mercy Corps Sudan programs, which activities shall be fully pre-funded by Mercy Corps.

**The Vendors will report to:**

Mercy Corps Field Operations Coordinator

**The Vendors will work closely with:**

MC Local Partner

**Required Experience & Skills:**

* Own or are willing to own a shop or service delivery point during the life of the program
* Have previous experience buying and selling commodities
* Have acceptance in the community
* Have Bank Account/Willing to open a bank account/Have an option for funds transfer

**Deliverables**

Provision of food to program participants through the following modalities

1. Electronic vouchers
2. Mobile App Disbursement

The vendor will disburse food to Mercy Corps beneficiaries based on the approved activity and distributions schedule as specified on Task Order (TO).

The Service provider will disburse cash grants to Mercy Corps beneficiaries based on the approved activity and distributions schedule.

The service provider agrees that only the authorized Mercy Corps personnel listed in master agreement will be able to place the order for Cash Transfer/top up Services through a separate Task order. Individual Task Orders will be made for each top up process identifying requirements of the process and details as stand-alone project. The Service Provider agrees to provide according to the specification and condition and the quoted prices for the duration of the agreement. (Service Provider may offer a discount during the time of the contract).

The Service Provider will facilitate Mercy Corps employees or partners to oversee and lead the activities that the service provider is involved in.

The Service provider understands that participants of Mercy Corps projects are identified by Mercy Corps, and the service provider has no authority of interference in the process of selecting program participants.

For each individual Task Order, Mercy Corps may have special conditions or clauses from the donor or from Mercy Corps, Service Provider will agree with the conditions and clauses attached here to as “Schedule II Other Contract provisions required by Law or MC’s Donors” Service provider will ensure that all the clauses and conditions of the contact are compiled with by its management.

The Service Provider shall comply with the cash movement limits as stipulated by financial regulation policy (CBS, HAC etc).

The Service Provider will be responsible for providing transportation, accommodation, feeding for its employees.

The Service Provider will be responsible for sourcing security clearance from the security forces to move cash and other related logistics in the implementing location.

The Service Provider will immediately report both verbally and in writing all incidents that come to their attention related and not restricted to fraud/corruption, sexual exploitation, misconduct and cases of harassment to Mercy Corps focal person.

The Service Provider will ensure the disbursement list is properly signed by each program participant during cash distribution.

The service provider will support cooperative groups with opening cooperative accounts and also provide guidance on how to access loans when necessary.

The service provider will facilitate and support program participants with training on all packages they provide and also support in the accessing those packages.

The service provider will provide financial advice to savings groups and program participants on various benefits the financial service provides and financial management skills.

The service provider will support program participants in opening savings bank accounts.

**Responsibilities of Mercy Corps**

Mercy Corps agrees that the Service Provider will provide food commodities throughout the duration of this Agreement, so long as the Service Provider is able to provide the Services on the terms provided herein.

Once cross-referenced will pay the invoices within 10 (fifteen) working days from the receipt of the invoice.

Mercy Corps will provide all the necessary forms to the Service Provider for recording the transactions.

Mercy Corps will identify and select the target program participants and provide them with necessary means of identification for the disbursement activity.

Mercy Corps will work with community leaders to identify safe and secured locations for each disbursement activity.

Mercy Corps will identify modality to be followed and provide necessary tools and materials for the disbursement activity.

Mercy Corps will provide detailed disbursement/redemption schedules for each disbursement activity including names of program participants and means of identification.

Mercy Corps will provide adequate training to staff of vendor on the modality adopted for the disbursement and are provided with tools for this exercise.

Mercy Corps relevant team/staff will facilitate the reconciliation process with Service provider assigned staff following each distribution activity and sign-off on necessary documentation.

Mercy Corps to transfer funds into the FSPs bank account 5 working days prior to the activity implementation, considering the limitations of cash withdrawal from the bank

**Additional Information:**

Disbursement of cash grants to program participants will follow two different modalities depending on the community of operation.

**Smart cards and terminals**. Mercy Corps will provide handheld terminals to Non Food Item Vendor for reading smart cards presented by program participants, to enable Non Food Item Vendor distribute indicated on handheld terminal by swiping smart card and produce transaction invoice for participants.

Mercy Corps will decide the modality to follow based on the location of the disbursement/redemption and preparation work. Mercy Corps will then coordinate with the Service Provider for the preparation of the day/redemption activity.

In case of cancellation of proposed disbursement activity Mercy Corps will inform the vendor at least 48 hours before engagement time.

**Performance Period**

The start of the contract is from 1 November 2024 and ends on 31 Oct 2025 unless terminated earlier. The estimated implementation time for is 9 months.