



# International Rescue Committee SUDAN COUNTRY PROGRAM

## Request for Proposal (RFP)

For provision of Cash Distribution Services.

Ref: #: IRC/2SDN/MSA/2025/01.

LOT A: Physical Cash delivery

LOT B: Digital Cash Transfer

Planned Timetable	
Issue Request for Proposal	3 August 2025
Questions from Suppliers due date	7 August 2025
Answers to Suppliers questions due date	10 August 2025
Bid submission due date	17 August 2025 (4PM CAT)
Suppliers return signed Intent to Bid forms due date	17 August 2025
Bid Opening and Evaluation date	19 Aug 2025
Suppliers visit if applicable	24 Aug 2025
Award of Business	30 August 2025

Contracts start	1st Sept 2025
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## A. INTRODUCTION

### 1. *The International Rescue committee*

The International Rescue Committee, hereinafter referred to as “the IRC”, is a non-profit, humanitarian agency that provides relief, rehabilitation, protection, resettlement services, and advocacy for refugees, displaced persons and victims of oppression and violent conflict.

### 2. *The Purpose of this Request for Proposal (RFP)*

It is the intent of this RFP to secure competitive proposals to select Supplier(s) for the International Rescue Committee (IRC) Sudan to provide

**LOT A: Physical Cash delivery**

**LOT B: Digital Cash Transfer**

In Port Sudan Office or at any of IRC field locations. Current locations are: Damazine (Blue Nile), Gedaref, Atbara (River Nile), Omdurman, South Kordofan, White Nile (Kosti), Shendi, Port Sudan. Khartoum and any other IRC Potential areas of operations. All qualified and interested Suppliers are invited to submit their proposals.

The winning bidder(s) will enter into a fixed price agreement for the period of executing the provision of Cash Distribution Services for a period of 24 calendar months and the possibility of a one year extension Bidders shall be domiciled in and shall comply with all Government Regulations to operate in Sudan. Bidders shall be regular taxpayers and shall furnish a copy of their operating license/certificate of registration valid for the fiscal year 2025/2027. Bidders shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

### 3. *Cost of Bidding.*

The Bidder shall be responsible for all costs associated with the preparation and submission of its bid, and IRC hereinafter referred to as “the Purchaser”, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

## B. THE BIDDING DOCUMENTS:

### 4. *The Bidding Documents*

The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents prepared for the selection of qualified suppliers. Failure to furnish all information required as per the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in bid rejection.

### 5. *Clarification of Bidding Documents*

A prospective Bidder requiring clarification of the Bidding Documents may notify the Purchaser in writing at [SU-KhartoumProcurement@rescue.org](mailto:SU-KhartoumProcurement@rescue.org). The request for clarification must reach the purchaser not later than 7 August 2025. The Purchaser shall respond by e-mail providing clarification on the bid documents no later than 10 August 2025. Written copies of the Purchaser’s response (including an explanation of the query but without identifying the source

of inquiry) shall be communicated to all prospective Bidders which express an intention to submit bids.

### **C. PREPARATION OF BIDS:**

#### **6. Language of Bid**

The Bid and all related correspondence and documents exchanged between the Bidders and the Purchaser shall be written in **English Language**. Any printed literature furnished by the Bidder and written in another language shall be accompanied by an **English Language** translation of its pertinent passages, in which case, for purposes of interpretation of the bid, the **English Language** version shall prevail.

#### **7. Documents Comprising the Bid**

The submitted bid shall include the following information. Failure to provide all requested information or to comply with the specified formats may disqualify the Bidder from consideration.

#### **Technical/Administrative Proposal**

- *Intent to bid form, completed and signed. **Annex D***
- *Profile of the company*
- *Valid: - License or registration from the Bank of Sudan*
- *Memorandum and Article of Association with names of the owners/shareholders/directors of the bank.*
- *Copies of National I.D or Passport Bio-page of company owners or bank directors*
- *Tax Registration Certificate/tax Identification number*
- *Valid Tax Clearance Certificate in Sudan*
- *Referring to Bidder's ability to demonstrate relevant experience and technical knowledge of the services required, experience working with IRC and other INGOs (Evidence of experience, that is Recommendation Letters/Contracts. At least 5 Recommendation Letters/Contracts shall be submitted.) The same clients should appear in the Vendor information form in **Annex B**, References section.*
- *Vendor Information form completed and signed. **Annex B***
- *IRC Conflict of Interest and Vendor Code of Conduct. **Annex C***
- *Term of Reference for the financial service providers **Annex E (LOT A and LOT B)***

#### **Financial Proposal**

- *Price schedule as per the format provided (do not change the format)- **Annex A (LOT A and LOT B)***

#### **8. Bid Prices.**

The Bidder shall clearly indicate the unit price of the services it proposes to provide. All unit prices shall be clearly indicated in the space provided in the price schedule, and all unit prices quoted in the RFP response shall be agreed to be in effect for a minimum of twenty four (24) months beginning on the date when the contract is executed, with the exception of products or services which are subject to significant and unavoidable market forces which prevent this, in which case the Bidder shall describe and justify the driver(s) of potential price fluctuation during the first twelve (12) months of the agreement. The Bidder shall sign the price schedule and shall stamp the price schedule with the Bidding Company's seal where feasible.

#### **9. Bid Currencies**

All financial rates and amounts entered in the Bid Form and Price Schedule and used in documents, correspondence, or operations pertaining to this tender shall be expressed in **USD (United States Dollars) only**.

#### **10. Document Establishing Goods Eligibility and Conformity to Bidding Documents**

Pursuant to Clause 7 the Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the Bidding Documents of all goods and services, which the Bidder proposes to supply under the Contract.

The Documentary evidence of the goods and services' conformity to the Bidding Documents may be in the form of technical specifications, literature, drawings, data (tables, graphs etc.), and shall furnish:

- A detailed description of the goods' essential technical and performance characteristics.
- A clause-by-clause commentary on the Purchaser's Technical Specifications demonstrating the goods and services' substantial responsiveness to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications.

The Bidder may propose alternate standards, brand-names and/or catalogue numbers in its bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions are substantially equivalent or superior to those designated in the Technical Specifications.

#### **11. Bid Security**

For the Purpose of this Tender Process, Bid Security or Bond is not applicable.

#### **12. Period of Validity of Bids**

Bids shall remain valid for 90 working days after the date of bid opening prescribed by the Purchaser. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive.

In exceptional circumstances, the Purchaser may request the Bidders to extend the period of validity. The request and the responses thereto shall be made in writing by letter or e-mail. A bidder agreeing to the request will not be required nor permitted to modify his bid.

### **13. Format and Signing**

The original bid shall be signed by the Bidder or by a person or persons authorized to bind the Bidder to the contract. Financial proposal pages of the bid shall be initialed by the person or persons signing the bid and stamped with the Bidder's company seal.

Interlineations, erasures, annotations, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

*Please note: A single bidder may not bid on the same tender via more than one company under his or her ownership. In addition, bidders having close relationships with other bidders (members of the same family, subsidiary, or daughter companies, etc.) may not bid on the same tender. This type of action, or any other action judged by the Purchaser to constitute collusive behavior, will lead to the bidder(s) being automatically eliminated from this tender and disqualified from participating in future IRC tenders.*

## **D. SUBMISSION OF BIDS**

### **14. Submission and Marking of Bids:**

Bidder shall submit sealed bids addressed to

**The Procurement Committee,  
International Rescue Committee**

**At Plot 450, block 4, Al matar area, Alslik, Port Sudan.**

**All bids shall be submitted before 4:00pm Sudan time on the 17<sup>th</sup> of August 2025 (CAT).**

All bids are to be put into the tender box by the Provider provided for the purpose. **NOTE: Bids submitted after the deadline will not be accepted.**

The PURCHASER may, at its discretion, extend the deadline for the submission of bids, in which case all rights and obligations of the PURCHASER and Bidders, as documented in the RFP, will be applicable to the new deadline.

**Bidders shall sign the bid register form at the reception of the IRC office indicating their company name, telephone number, and date of submission.**

#### **Format**

The Bidder's proposal shall include a technical proposal and a financial proposal, in separate sealed envelopes.

ENVELOPE	CONTENT
Technical/ Administrative	<ul style="list-style-type: none"> <li>• Intent to bid form, completed and signed. <b>Annex D</b></li> <li>• Profile of the company</li> <li>• Valid certificate of business registration/Incorporation or license from the Bank of Sudan.</li> </ul>

Proposal Envelope	<ul style="list-style-type: none"> <li>• Memorandum and Article of Association with names of the owners/shareholders/directors of the company</li> <li>• Copies of National I.D or Passport Bio-page <i>of company owners or bank directors</i></li> <li>• Tax Registration Certificate</li> <li>• Valid Tax Clearance Certificate in Sudan</li> <li>• Evidence of experience, that is Recommendation Letters/contracts. (At least 5 Recommendation Letters/Contracts shall be submitted.) The same clients should appear in the Vendor information form in <b>Annex B</b>, References section.</li> <li>• Vendor Information form completed and signed. <b>Annex B</b></li> <li>• IRC Conflict of Interest and Vendor Code of Conduct. <b>Annex C</b></li> <li>• Term of Reference for the Financial Service Providers, <b>Annex E, LOT A and LOT B</b></li> </ul>
Financial Proposal Envelope	<ul style="list-style-type: none"> <li>• Price schedule as per the format provided (<b>do not change the format</b>)- <b>Annex A. (LOT A and LOT B)</b> Duly Signed and Stamped (<b>If you are not able to quote for a particular item, leave that link blank, but you MUST not change the template</b>)</li> </ul>
Submission Envelope	It should contain both sealed financial proposals and technical/administrative proposals. – This envelope shall only be marked with the tender reference as described below

No markings identifying the bidder shall appear on the outside envelope. The only writing on the outside envelope shall be:

**Cash Distribution Services (IRC/SDN/ MSA/2025/01)**

#### **15. Modification and Withdrawal of Bids**

The Bidder may modify or withdraw its Bid after submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Purchaser prior to the deadline prescribed for submission of Bids.

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched. No Bid may be modified after the deadline for submission of bids.

### **E. BID OPENING AND EVALUATION**

#### **16. Preliminary Examination**

The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether bids are generally in order.

#### **17. Evaluation and Comparison of Bids**

Bids determined to be substantially responsive as per section 7 above will be considered and evaluated by the IRC Procurement Committee, with the below scoring criteria.

Evaluation Criteria	Description	Weight (%)
Eligibility	Refers to Bidder's ability to demonstrate that they have valid business registration, tax certificate, and all registration as required by the laws of Sudan. Eligibility criteria will be scored YES / NO. Yes, will proceed to full technical evaluation and NO will be excluded from the next step.	<b>Preliminary to pass to the next stage</b>
Cash Transfer timeline	Refers to Bidder providing the most advantageous delivery schedule to IRC identified distribution points ( <b>Annex A, Lot A</b> ) and a timeline to digitally transfer cash to intended or registered beneficiaries' accounts ( <b>Annex A, Lot B</b> ). Refers to ability to deliver service within the shortest lead time (Less than 1-week lead time).	<b>15%</b>
Payment terms	Refers to the Bidder providing the most favorable terms of payment. The Purchaser payment terms are to pay within 30 calendar days of acceptance of services and receipt of invoice.	<b>10%</b>
Past-Experience	Refers to Bidder's ability to demonstrate relevant experience and technical knowledge of the services required, experience working with IRC and other INGOs (Evidence of experience, that is Recommendation Letters/Contracts at least 5 Recommendation Letters/contracts shall be submitted.).	<b>10%</b>
Financial proposal	Financial proposal Offer as per Price Schedule (Annex A). LOT A and LOT B	<b>65%</b>

#### **18. Contacting the Purchaser**

Subject to Clause 5, no Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded, or the selected qualified supplier is announced.

#### **19. Notification of Award**

Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful bidder in writing or where necessary by telephone that his or her bid has been accepted and selected for Master Purchase Agreement for the specific goods and/or services. At this stage IRC may also choose to negotiate with the selected bidder to finalize the offer.

### **F. CONTRACTING**

#### **20. Contract award and notification**

The Purchaser shall award the Contract to the notified successful Bidder(s) whose bid has been determined to be substantially responsive and has been determined to be the best evaluated bid considering price and performance factors, provided further that the Bidder is determined to be qualified to enter into a Master Purchase Agreement and perform its obligations satisfactorily.

#### **21. Warranty**

The Supplier shall warrant that the goods to be supplied are new, unused, of the most recent or current models (products) and meet the Purchaser's specifications.



The warranty shall remain valid for a period of time as may be specified by the supplier in the Bid and this warranty period shall be considered as one of the bids advantages and shall in no case be less than that which is provided for by Sudan Law.

## **22. Inspection**

The Purchaser shall have the right to inspect the goods to confirm their conformity to the specification. The inspection will be conducted by assigned staff of the Purchaser or a reputable relevant consultant selected by the Purchaser.

In the future business relation, should any inspected goods fail to conform to the specification, the Purchaser may reject them, and the Bidder shall replace the rejected goods without extension of time except at the Purchaser's sole discretion.

## **23. Service or consultant agreements**

For service or consultant agreements time and material awards are not authorized unless it is the only suitable award, and a ceiling is established.

## **24. Disclaimer**

The Purchaser reserves the right to alter the dates of the timetable.

The Purchaser reserves the right to award one or multiple bidders.

The Purchaser does not bind itself to accept the lowest or any proposal.

# **G. ETHICAL OPERATING STANDARDS**

## **1. Compliance to the IRC Way**

The IRC Way: Standards for Professional Conduct ("The IRC Way"), the IRC's code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC's combating Trafficking in Persons Policy, which can be found at: <https://rescue.app.box.com/s/h6dv915b72o1mapxg3vczbqxjtboyel>. The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings.

The IRC Way provides, inter alia, that IRC does "not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances." IRC's procurement systems and policies are designed to maximize transparency and minimize the risk of corruption in IRC's operations.

IRC requests that a supplier

- (i) informs IRC upon becoming aware that the integrity of IRC's business has been compromised during the RFP process, and
- (ii) Reports such events through IRC's confidential hotline, Ethics point, which can be accessed at [www.ethicspoint.com](http://www.ethicspoint.com) or via toll-free (866) 654-6461 in the U.S., or collect (503) 352-8177 outside the U.S.

## **2. Bidder Non-Collusion Statement**

IRC prohibits collusion and will disqualify all bids where collusion is detected. Collusion happens when related parties submit separate bids for the same tender. Collusion includes situations where:

- a) Members of the same family submit separate bids for the same tender.
- b) Separate companies owned by the same person submit separate bids for the same tender.
- c) Employees of a bidding company submitting separate bids through companies they own for the same tender.
- d) Partners in a bidder submitting separate bids under their own names/ companies they own for the same tender.

It is collusion for a person to be involved in more than companies/ businesses submitting a bid to the same tender. Collusion will lead to IRC disqualifying the involved Individuals or companies from that tender as well as disqualify them from submitting bids for future tenders. In addition, IRC may share information relating to this collusion with other international aid organizations operating in the region leading to loss of business opportunities for the colluders.



## Annex: A Price Schedule

Bidders must submit their financial offers in accordance with the Price Schedule provided under ANNEX A of this RFP document.

### **LOT A: Physical Cash Delivery.**

Description of Services	Pricing (USD)	Comments
Service Fee (%)		
Service Fee (%) – Reimbursement Option		
Operations Cost		
Other charges where applicable		
Delivery schedule to IRC identified distribution points.		

### **LOT B: Digital Cash transfer**

Description of Services	Pricing (USD)	Comments
Service Fee (%)		
Service Fee (%) – Reimbursement Option		
Operations Cost if Applicable		
Other charges where applicable		
Delivery schedule to IRC identified distribution points.		

Annex B: Supplier Information form



**INTERNATIONAL RESCUE COMMITTEE**  
**Vendor Information Form**

*The information provided will be used to evaluate the Company before contracting with the IRC.*  
*Please complete all fields.*  
**Fields marked (\*) are mandatory.**

**Vendor Information**

*Company\Organization Name		
*For individual vendors, provide legal first and last name		
*Any other names company is operating under (Acronyms, Abbreviations, Aliases) if any		
*Previous names of the company		
*Address		
*Website		
*Phone/Fax Numbers	Phone:	Fax:
*Primary Contact	First Name: Phone Number:	Last Name: Email Address:

*Number of Staff	
Number of Locations	
Avg. \$ Value of Stock on Hand	
*Name(s) of Company Owner(s) or Board of Directors or CEO	
*Parent companies, if any	
*Subsidiary or affiliate companies, if any	

**Financial Information**

*Bank Name and Address	
*Name under which company is registered at bank	<u>This field is mandatory if Wire Transfer is the selected payment method</u>
*Specify Standard Payment Terms (Net, 15, 30 days etc.)	
*Payment Method (select all that applies)	Payment By: <u>Check</u> Yes   No <u>Wire Transfer</u> Yes   No <u>Cash</u> Yes   No
*Name under which company is registered at bank	
*Bank account number	<u>This field is to be completed upon notification of awarding of order\contract</u>
Routing Number	<u>This field is to be completed upon notification of awarding of order\contract</u>
Swift code (if applicable)	<u>This field is to be completed upon notification of awarding of order\contract</u>

**Product/Service Information**

List Range of Products/Services Offered	
Basis For Pricing (Catalog, List, etc.)	

**Documentations as applicable:**

*Registration	Provided ____ Not provided: ____ Reasons: ____
*Tax ID (W9, Tax exempt certificate. etc.)	Provided ____
US Vendors only *Do you require a Form 1099?	Yes ____ No ____

**References (optional)**

Client Name:	<u>Contact Name, Phone, Email Address:</u>
Client Name:	<u>Contact Name, Phone, Email Address:</u>
Client Name:	<u>Contact Name, Phone, Email Address:</u>

**Vendor Self-Certification of Eligibility**

Company certifies that:

1. They are not debarred, suspended, or otherwise precluded from participating in major donor (e.g. European Union, European and United States Government, United Nations) competitive bid opportunities.
2. They are not bankrupt or being wound up, are having their affairs administered by the courts, have entered into arrangements with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
3. They have not been convicted of an offense concerning their professional conduct.
4. They have not been guilty of grave professional misconduct proven by any means that the contracting authority can justify or been declared to be in serious breach of contract for failure to comply with their contractual obligations towards any contracts awarded in the normal course of business.
5. They have fulfilled obligations related to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country where the contract is to be performed.
6. They have not been the subject of a judgment for fraud, corruption, involvement in a criminal organization or any other illegal activity.
7. They maintain high ethical and social operating standards, including:
  - Working conditions and social rights: Avoidance of Child Labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom

of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and the IRC's beneficiaries.

- Environmental aspects: Provision of goods and services with the least negative impact on the environment.
- Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack or bring unintended advantage to any military actors or other combatants.
- Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

8. Company warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Company's business activities, nor is any IRC employee related to principals or owners of the company. Discovery of an undisclosed Conflict of Interest situation will result in immediate revocation of the Company's Authorized Vendor status and disqualification of Company from participation in future IRC procurement.

9. Vendor hereby confirms that the organization is not conducting business under other names or alias's that have not been declared to IRC.

10. Vendor hereby confirms it does not engage in theft, corrupt practices, collusion, nepotism, bribery, or trade in illicit substances.

By signing the Vendor Information Form you certify that your Company is eligible to supply goods and services to major donor funded organizations and that all of the above statements are accurate and factual.

### **Annex C: IRC Conflict of Interest and Vendor Code of Conduct**

Supplier hereby agrees that Supplier and Supplier's employees and subcontractors, if any, shall abide by and follow all established written policies of IRC related to work conduct, including, but not limited to, The IRC Way: Standards for Professional Conduct ("The IRC Way"), the IRC's code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC's Combating Trafficking in Persons Policy, which can be found here: <https://rescue.app.box.com/s/h6dv915b72o1rnapxg3vczbqxjtboyel>.

The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings. Supplier acknowledges that all IRC employees and independent contractors are expected to apply these core values and follow these undertakings in carrying out work on behalf of IRC. It is a point of pride for IRC to apply these behavioral standards in IRC's everyday operations.

**Integrity - At IRC, we are open, honest and trustworthy in dealing with beneficiaries, partners, co-workers, donors, funders, and the communities we affect.**

- We work to build the trust of the communities in which we work and sustain the trust earned by our reputation in serving our beneficiaries.
- We recognize that our talented and dedicated staff are our greatest asset, and we conduct ourselves in ways that reflect the highest standards of organizational and individual conduct.

- Throughout our work, IRC respects the dignity, values, history, religion, and culture of those we serve.
- We respect equally the rights of women and men and we do not support practices that undermine the human rights of anyone.
- We refrain from all practices that undermine the integrity of the organization including any form of exploitation, discrimination, harassment, retaliation or abuse of colleagues, beneficiaries, and the communities in which we work.
- We do not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.
- We accept funds and donations only from sources whose aims are consistent with our mission, objectives, and capacity, and which do not undermine our independence and identity.
- We support human rights consistent with the UN Universal Declaration of Human Rights and The Convention on the Rights of the Child.
- We rigorously enforce the UN Secretary General's Bulletin on the Protection from Sexual Exploitation and Abuse of Beneficiaries.
- IRC recognizes its obligation of care for all IRC staff and assumes their loyalty and cooperation.

**Service - At IRC, our primary responsibility is to the people we serve.**

- As a guiding principle of our work, IRC encourages self-reliance and supports the right of people to fully participate in decisions that affect their lives.
- We create durable solutions and conditions that foster peace, stability and social, economic, and political development in communities where we work.
- We design programs to respond to beneficiaries' needs including emergency relief, rehabilitation, and protection of human rights, post-conflict development, resettlement, and advocacy on their behalf.
- We seek to adopt best practices and evidence-based indicators that demonstrate the quality of our work.
- We endorse the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief.

**Accountability - At IRC, we are accountable – individually and collectively – for our behaviors, actions and results.**

- We are accountable and transparent in our dealings with colleagues, beneficiaries, partners, donors, and the communities we affect.
- We strive to comply with the laws of the governing institutions where we work.
- We maintain and disseminate accurate financial information and information on our goals and activities to interested parties.
- We are responsible stewards of funds entrusted to our use.
- We integrate individual accountability of staff through the use of performance evaluations.
- We utilize the resources available to our organization in order to pursue our mission and strategic objectives in cost effective ways.



- We strive to eliminate waste and unnecessary expense, and to direct all possible resources to the people we serve.

#### **Conflict of Interest and Legal Compliance**

- Supplier hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Supplier's business activities.
- Supplier hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a family relationship with the supplier's owners.
- Discovery of an undisclosed conflict of interest will result in immediate termination of any Agreement and disqualification of Supplier from participation in current and future IRC activities.
- Supplier hereby warrants that the organization is not conducting business under other names or alias's that have not been declared to IRC.
- Supplier hereby warrants that it does not engage in theft, corrupt practices, collusion, nepotism, bribery, trade in illicit substances, or terrorism or support of terrorism.
- Supplier hereby warrants that it complies with all applicable laws, statutes and regulations, including, but not limited to, export controls, import controls, customs regulations, trade embargoes and other trade sanctions and laws governing unlawful boycotts and payments to foreign government officials.

#### **Supplier hereby agrees to maintain high ethical and social standards:**

- Working conditions and social rights: Avoidance of child labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and IRC's beneficiaries; prohibition of trafficking in persons.
- Environmental aspects: Provision of goods and services with the least negative impact on the environment.
- Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack or bring unintended advantage to any military actors or other combatants.
- Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

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Disclosures of conflict of interest shall be made in writing to the IRC Supply Chain Coordinator or Deputy Director of Operations in your country. For global procurement, please write to GSCQA. Email: [GSCQA@rescue.org](mailto:GSCQA@rescue.org)

These IRC officials shall then determine whether a conflict exists and is material, and whether the contemplated transaction may be authorized as just, fair, and reasonable. If conflict exists, then the supplier with such a conflict shall be prohibited from participating in the transaction.

If you believe that any IRC employee, volunteer or intern is acting in a manner that is inconsistent with these Standards, please notify a supervisor or the confidential helpline Ethicspoint, [irc.ethicspoint.com](http://irc.ethicspoint.com) or call Ethicspoint toll-free (866) 654-6461 in the U.S./call collect (503) 352-8177 outside the U.S. There will be no retaliation against any person who raises concerns that are based on good faith belief of improper conduct. An intentionally false report or a failure to report conduct that is known to violate these standards may result in disciplinary action.

By signing this statement supplier acknowledges any violation of the above IRC policies will result in immediate termination of any agreement in place and disqualification from participation in future IRC activities.

Supplier Name:
Signature:
Title:
Print Name:
Date:

#### Annex D: Intent to Bid Form



### International Rescue Committee, Inc. Intent to Bid

IRC Reference #: IRC/SDN/MSA/2025/01

Company Name \_\_\_\_\_

*(Please indicate #1 or #2 below)*

1. ☐ It is the intent of this company to submit a response to the (Title of RFP) Request for Proposal.

Please provide a name and email address for the person within your company that should receive notices, amendments, etc. that are related to this RFP:

Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Signature (If faxed) \_\_\_\_\_

Title of Person signing \_\_\_\_\_

Date \_\_\_\_\_

We realize that this is an intent to bid and in no way obligates this company to participate in this process.

2. ☐ This company DOES NOT intend to participate in this RFP.

Name (Signature if faxed) \_\_\_\_\_

Title of Person signing \_\_\_\_\_

Date \_\_\_\_\_

Please fax or email this form at your earliest convenience to the attention of:

Name (YOU) \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

## ANNEX E: TOR for Mobile Money Transfer and Cash Distribution Services

### A. Obligations of the Provider in Performing Physical Cash Delivery Services to IRC staff or IRC offices:

#### LOT A.

##### 1. Operational & Administrative Requirements

- The service provider shall provide a list of cash distribution balances, receipt for beneficiaries and a summary report of what was paid and balance to be paid for ease of reconciliation to IRC within 48 hours of each distribution.
- The service provider must provide transfer confirmation to beneficiary accounts along with vendor invoice and signed certificate of completion for reimbursement.
- The service provider agrees to organize cash transfers within one (1) day after receiving the SOW.
- The service provider should not process any request before signing SOW by both parties.

- Not distribute any funds to beneficiaries if the IRC staff is not present at the distribution site.
- 2. Compliance & Accountability**
  - The service provider shall comply with all required laws and regulations relevant to the Provider's business.
  - Apply the highest reasonable standard of diligence to ensure that the money is not transferred to any Designated Terrorist.
  - Enhanced due diligence must be exercised to avoid accidental payments to excluded parties.
  - The service provider shall not knowingly and voluntarily provide benefits to excluded parties.
  - The service provider shall comply with all national tax and financial obligations, including reporting requirements as per the governing authorities.
  - Ensure full confidentiality of beneficiary data; data must not be shared or used beyond the scope of this agreement.
- 3. Beneficiary Handling & Payment Procedures**
  - Honor and disburse payment to the IRC approved Beneficiaries only.
  - Make cash payments at IRC-designated payment locations in the presence of IRC staff.
  - Ensure Beneficiaries, two IRC representatives and Provider representative sign upon receipt of payment.
  - Provide cash in appropriate denominations in line with the SOW.
  - Travel to locations so that no Beneficiary travels more than 6km to receive their payment.
  - Prepare amounts in advance in envelopes for beneficiaries.
  - Use of an electronic cash-counting machine at distribution points.
  - Enforce "No use" of cell phones at distribution points (except for relevant personnel).
  - No pictures of beneficiaries shall be taken by the provider.
  - Assign field staff fluent in the dominant language of the community at distribution sites.
  - Provide clear signage and instructions at distribution points to improve flow and beneficiary experience (especially for elderly or vulnerable people).
- 4. Staffing, Logistics & Security**
  - Provide the required personnel (up to 3), and ensure logistics (vehicle, driver, fuel) and security are available.
  - On-site security is the responsibility of the Provider and must be available during all distributions.
  - Ensure cash is stored securely at distribution points (preferably in safes).
  - Must be willing to do up to 2 simultaneous distributions in multiple locations
  - Must be willing to do up to 3 simultaneous distributions in one location.
  - Distributions should occur six days per week including public holidays.
  - Maintain a backup vehicle and staff roster in case of emergencies or delays.
- 5. Incident Management**
  - Any reported failed transaction should be reviewed with IRC and re-initiated within 48 hours.
  - Invalid or damaged notes must be exchanged for legal tender.
  - Provide an incident and risk reporting mechanism for any disruptions or irregularities during distribution.

- Notify IRC immediately in case of security threats, delays, or logistical disruptions.
- 6. Ethical Conduct**
  - The service provider should treat all IRC Beneficiaries with respect and dignity.
  - Establish a code of conduct for field agents and ensure adherence through briefings or training.

**B. Obligations of the Provider in Performing Digital Cash Payment Services (Mobile Money /Bank Transfer)**

**LOT B**

**1. Setup & Authorizations**

- Activate and verify mobile/bank accounts for all IRC-approved beneficiaries as needed.
- Do not process digital payments without a signed SOW from IRC.

**2. Payment Processing**

The service provider agrees to organize cash transfers within one (1) day after receiving the SOW.

Provide transfer confirmation and vendor invoice with signed certificate of completion.

- Submit transaction reference numbers and payment details per beneficiary.
- Ensure payments reflect in beneficiary accounts no later than 48 hours post-SOW.

**3. Failed Transactions**

Any failed transaction should be re-initiated within 48 hours after IRC validation.

- Provide regular updates on transaction status (pending, failed, or completed).
- Maintain a clear log and resolution timeline for failed transactions.

**4. Compliance & Security**

- Comply with all laws and anti-terrorism standards (KYC/AML).
- Maintain robust cybersecurity and platform encryption.
- Ensure all transaction records are auditable and traceable.
- Data must not be retained beyond the required period or used for marketing or commercial purposes.

**5. Customer Support**

- Set up a dedicated helpline or customer support function for beneficiaries.
- Assign a focal point for IRC staff to raise urgent issues.

**6. Reporting**

- Provide real-time dashboards or periodic summaries to IRC as feasible.
- Share weekly reconciliation reports covering transaction status and fee summaries.

**Provider's Roles and Responsibilities (Cash distribution services to Beneficiaries)**

The Provider is contracted to provide IRC with cash distribution. Once a Statement of Work (SOW) is entered into between the Parties, the IRC will do the following to request cash distribution services to IRC staff or IRC offices:

- a. The provider shall be available six (6) days in a week (all days of the week except Friday) days a week including official holidays (Government holidays).
- b. Provider shall transfer net amount to IRC Beneficiaries, the same as in the listed will be attached with the SOW.

- c. The Provider is responsible for all legal compliance related to this service in line with government law and tax regulations.
- d. The Provider is responsible for all bank charges associated with this service.
- e. The Provider is responsible for leading the cash distribution operation.
- f. The Provider is responsible for delivery of cash /fund on time/location based on SOW for each State.
- g. The Provider commits to giving IRC competitive rates before the advance transfer. IRC has the right to negotiate based on the prevailing markets exchange rates.
- h. The Provider should provide an original distribution list signed by Beneficiary, IRC program staff, IRC MEAL staff and service providers.
- j. The Provider shall make cash transfers to IRC Beneficiaries identified by IRC only.
- k. The Provider should not process any request before signing SOW by both sides.
- l. The Provider agrees to organize cash transfer to IRC clients as per SOW.

**General terms applicable to mobile transfer and cash distribution services:**

- i. Evidence of transfer and submission of error free vendor's invoice should be submitted within 48 hours upon successful completion of service.
- ii. Any complaint from the IRC should be addressed within 24 hours or evidence of action being taken to resolve such a complaint is shared with the IRC contact person.

**IRC Roles and Responsibilities (Cash distribution to Beneficiaries)**

- i. IRC will be responsible for Beneficiary verification by providing two/three IRC staff at cash delivery points.
- ii. IRC will provide all government approvals for cash distribution in each State.
- iii. IRC will provide an authorization letter to the Provider to operate the intended states.
- vi. IRC/Donor Exchange rate for the month of disbursement shall apply
- vii. IRC must advance funds need to Provider five working days before the cash distribution exercise – or beneficiary shall use their funds in which case reimbursement rate in percentage shall apply
- viii. IRC must provide a cash distributions Beneficiary list 1-3 days before the activity.
- ix. Inform the provider of the amount of money to be transferred to the required locations at least 2 days before the due date of distribution so that the provider can arrange the necessary liquidity.
- x. Inform the provider of the specific locations where the money is required, within a 6km radius of the most distantly located recipients, so that they can position agents within safe reach of the intended recipient.
- xi. For cash distributions, share with the provider the full list of recipients 1 day before the due date of disbursement.
- xii. IRC will from time to time, through its authorized representatives, reserve the right to visit the project area to hold discussions with the Service Provider and its agents on project-related concerns
- xiii. IRC will review the performance of the provider on an annual basis, provide feedback, document and monitor progress of agreed action points.
- xiv. The IRC Approval Authority Matrix shall apply for all threshold on SOW.
- xv. IRC programming team to provide the following for internal finance review:

- Distribution plan, Beneficiary list, Scope of Work and Non-PO - reviewed, approved by the appropriate approval Authority
- Finance prepares deduction letter for vendor payment