RFP FSP SUPPLIER RESPONSE SHEET

Status: R = Requirement (Mandatory,) **P** = Preferred (Optional) and **I** = Information required a response from the supplier

Response: Please confirm if a requirement can be met or not with a YES or No response. If no, please explain why in the comments column. Additional comments and information can be provided for YES answers if you would like.

Descriptions	Status (X)	Response YES/NO	Supplier comments & additional information
(1) Primary Business Information			
Name of the Organization			
Should have an office in Islamabad	R	Y/N	
Please provide a copy of registration, NTN & GST Certificates, date of incorporation, ownerships, declaration of undertaking	R	Y/N	
(2) Implementation Experience			
Please state prior experience in implementing cash programme of similar nature and/or scale, with names of Provinces/Districts, programmes, and service recipients. (Must have relevant experience of at least 5 years)	I	Y/N	
(3) Size Organization and Management			
Please provide annual turnover, total/assets/total liabilities/audited financial statements (financial audit reports for the last three years) (for lead FSP and for partners[1] if applicable)	R	Y/N	
The Financial Service Provider is responsible for and liable for the quality of its partners.	R	Y/N	
(4) Reputation, Reliability and Solvency			

[1] Depending on the situation we might need to evaluate the FSP partners as well as the FSP so adapt the questions in the template accordingly.

Financial service provider meets industry standards for regulatory, compliance and risk management (including partners and sub-contractors).	R	Y/N	
Financial service provider meets industry standards for data Protection, integrity and security (including partners and sub-contractors).	R	Y/N	
Financial service provider is fully responsible for meeting in-country legal, regulatory and currency requirements.	R	Y/N	
Financial service provider offers competitive rates to the Red Cross Red Crescent and its Partners	R	Y/N	
Was your firm ever blacklisted by any government authority or any bi-lateral/multi-lateral financial institution? (MUST attach an undertaking by your firm's authorized person with this proposal)	R	Y/N	
(5) Guarantee from Government body			
Please provide any information of bank guarantees or similar provided to enhance your service	I	n/a	
(6) Fund Flow Process from PRCS to recipient			
What are the minimum/maximum transfer limits or thresholds and what is the minimum/maximum level of funds that need to be in the holding account at any time?	I	n/a	
Please provide information on the process and how long it will take for the funds to be available for distribution once they have been transferred from the PRCS bank account to the supplier bank account	I	n/a	
(7) Safety and Security Risks			
Adequate insurance and risk management mechanisms should be put in place by the FSP and will not be covered by the PRCS.	R	Y/N	
The supplier will be responsible and liable for the money until it is distributed to the recipients. The PRCS cannot take any responsibility or liability for any type of loss incurred during transport or before, during or after distribution.	R	Y/N	
The use of armed escorts is not allowed for transport and distribution of PRCS funds and programmes. Please explain how the money will be transported and distributed safely and securely.	R	Y/N	
The supplier is responsible for securing and transporting the money to the delivery point and setting up the cashiers. Please describe how that process will work in practice.	R	Y/N	
Describe the data protection policy is in place governing management (collection, storing, processing, sharing, transfer to third parties and disposal) of beneficiary data. Please detail any local laws you must uphold with regards to data protection.	R	Y/N	

The service provider is able to encrypt the data between the aid agency and the FSP and any sub-contracts	R	Y/N	
(8) Financial service provider payment product requirements			
Please describe your electronic cash solution, how it works, who can access it, what the requirements for access are, what language it operates in, what training can be provided for users.	I	n/a	
Please descript the registration process, share a template if available. Are bulk registrations possible and if so in what format (Excel, CSV files etc.)	I	n/a	
Please describe what information is required from PRCS, when and in what form for the electronic transfer to me made to our registered recipients.	I	n/a	
The service provider shall define a focal person who can provide technical support to the PRCS including trouble shooting during office hours on distribution days.	R	Y/N	
On-line user interface: Can you provided a web-based, online system for managing account, simple, user-friendly, available in local and English LANGUAGE, with IT REQUIREMENT FOR SOFTWARE/HARDWARE	R/P	Y/N	
(9) FSP Cash Disbursement abilities			
Cash can be provided **now** to nationals, non-nationals, refugee (Asylum Seeker & Migrants including ACC Cardholders. Please explain what criteria is required to do this. If not please provide approximate time lines for activities that need to be conducted before distribution can occur.	R	Y/N	
Cash can be provided **now** to nationals, non-nationals, refugee (Asylum Seeker & Migrants including ACC Cardholders) With LIMITATIONS of no documents, no mobile and cannot leave the refugee camp. Please explain what criteria is required to do this. If not, please provide approximate time lines for activities that need to be conducted before distribution can occur.	P	Y/N	
Details of all checks including but not limited to: Know Your Customer (KYC), Anti-Money Laundering (AML) and anti-terrorism checks. What information and in what form do you need, what data will you share, in what format and with whom? For COMMUNITY TYPES nationals, non-nationals, refugee (Asylum Seeker & Migrants including ACC Cardholders)	I	n/a	
Please specify if any government approval is required before being proceeding cash disbursement to COMMUNITIES TYPE non-nationals, refugee (Asylum Seeker & Migrants including ACC Cardholders leaving in the camps). If so, describe the process	I	n/a	
Cash will be provided over the counter to recipients. Please confirm which denominations would be provided.	I	n/a	
Please advise how many payments per day would be processed and what volume of cash could be distributed a day.	I	n/a	

The distribution procedures shall be agreed as per the contract between the Supplier and the PRCS. The PRCS proposes to share the information for a distribution (location, number of beneficiaries, cash grant values) with the supplier 3 working days before the distribution. Please share your standard distribution procedures or outline how this process will work including information required. Confirm if you can meet the proposed timelines and if not please propose timelines you could meet.	R	Y/N	
Acceptance of monitoring during distributions by PRCS and/or a third party	R	Y/N	
Any undistributed funds at the end of distribution (on the email from POC) shall be reverted to the PRCS as per the terms and conditions of the contract.	R	Y/N	
(10) Coverage			
Financial service provider must be able to provide cash in at all LOCATIONS provided by PRCS	R	Y/N	
Financial service provider provides a high level of access in LOCATIONS. Give indicative numbers of branches, cash-out agents, microfinance partners, mobile banking, other (please specify) etc. Financial service provider provides a high level of access in nationals, non-nationals, refugee (Asylum Seeker & Migrants including ACC Cardholders	R	Y/N	
Please provide information on any geographical areas (specify level of detail) where the Services / DELIVERY MECHANISMS will not function or has limited coverage	I	n/a	
Inform what are the operating hours and days to disburse the cash in each nationals, non-nationals, refugee (Asylum Seeker & Migrants including ACC Cardholders (state the village/camp name)	I	n/a	
TYPE OF NATURAL DISASTER (e.g. flooding, monsoon etc.) contingency plans. Please explain how access levels will be affected by seasonal weather and which if any geographical areas you might not be able to service or would have limited coverage. Please describe your contingency plans and alternative solutions for people to receive their money, for example during NATURAL DISASTER season. Respective areas are LOCATIONS	I	n/a	
(11) Other / Added value FSP activities			
Training Capabilities: staff & volunteers / community	R/P	Y/N	
Technical Support – please describe the technical support for Red Cross Red Crescent staff in managing the payment tool.	R	Y/N	
Customer service capabilities: helpline, addressing issues, languages, providing statistics etc. please describe the service available	P	Y/N	
Other – if you have financial inclusion / mass communication services / innovative solution etc. please describe how this works	I	n/a	
(12) FSP Reporting and Reconciliation Abilities			

The supplier shall distribute cash grants and allow the beneficiary sufficient time to count the funds received in a safe/private location agreed upon with PRCS and FSP. Each beneficiary will sign the distribution list as proof of receipt. The distribution list (Identification Number, name, amount and signature) will be provided by PRCS. A copy of the receipt will later be provided to the PRCS.	R	Y/N	
	R	Y/N	
. Electronic cash Mobile Money. Financial service provider **<u>must</u>** provide (i) an Official a Proof of Payment Record with name/reference number, data and value. The Financial Service provider **<u>could</u>** provide a report on total amount 1. Received from PRCS 2. Transferred to beneficiaries 3. Total spent by beneficiaries 4. Balance unspent by beneficiaries The FSP shall submit on a weekly basis a consolidated report with the following data: a. Consolidated distribution report b. Service fee invoice	R P	Y/N Y/N	
Financial service provider can produce electronic status statements and engage in reconciliation processes with the PRCS.	P	Y/N	
Miscellaneous			
Financial service provider can provide all prices for the service in the Pricing Template	R	Y/N	
Please confirm that you can meet the deadlines for implementation outlined in the SoW. If not please provides an alternative timeline for implementing the cash assistance			