CALL FOR PROPOSAL

Humanitarian Aid for Syrians – e Voucher/ Cash Transfer/
Cash card
Our Ref. SYR1078-TND-002

Dear Sir/Madam,

Welthungerhilfe (WHH) was established in 1962. It is today one of the largest private organizations working in the area of development cooperation and humanitarian aid in Germany. Non-profit-seeking, non-partisan and non-denominational. Donations from the population at large fund our work in Africa, Asia and Latin America. In addition, Welthungerhilfe receives grants from the Federal German Government, the European Union, USAID/OFDA, the United Nations and many other worldwide recognized donors.

WHH has secured funding from our German donor AA and plans to use some of the funds for the implementation of cash transfer program for Syrian families living in A’zaz / Syria, starting in July 2020 until end of June 2020.

In total, WHH wishes to transfer approximately 2.4 Million Euros for the implementation of one project in Aaz/ Syria. The project aims to provide beneficiaries with cash cards in order to be able to cover their needs through buying food items, hygiene items and NFI’s from local markets. Furthermore, it will manage salary transfers and procurement payments.

WHH would like to receive proposals for the provision of cash transfer services (cash card) for approximately 6000 users in Aaz and Afrin. The supplier should be able to scale up quickly and on short notice in case of additional demand.

Welthungerhilfe reserves the right to change the required quantity. In addition, Welthungerhilfe reserve the right to divide the order into lots and to award the lots to various bidders. However, Welthungerhilfe prefers to place the order with one supplier only.

1. General remarks and special conditions

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<tr>
<th>No.</th>
<th>Description</th>
<th>PLACE</th>
<th>Unit</th>
<th>Quantity</th>
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| 1   | Minimum 6,000 Cash cards Specifications:  
• Enable cash distribution to beneficiaries through cash cards  
• Loading of the card is done on a one-off basis  
• Enable transactions between beneficiaries and suppliers  
• Provide 24/7 services to respond to complaints of beneficiaries in Arabic | Northern Aleppo province, especially A’zaz and Afrin | Cards | Minimum 6000 |

Gaziantep, 20.05.2020
2. Specification / Quantity

The proposal for the supply of cash transfer services should be according to the specifications detailed below:

Mandatory:

- The System has to be already established and proven to work inside north-western Syria
- Experience in handling large scale humanitarian payments is a must
- Money can be transferred directly from the EU/UK to the accounts of the beneficiaries, Welthungerhilfe office, suppliers and staff
- Supplier bank account must not be in Turkey
- Complying with EU data protection law and proof of previous experiences
- Data protection through multifactor authentication process
- The involved suppliers and hawala agents must be vetted by the service provider to guarantee that all parties involved are not subject of EU or any other applicable sanctions regime and not connected to any designated terrorist group
- Operation through user friendly web-platform to enable the secure and reliable real-time tracking and reporting of value transfers between digital accounts, plastic or virtual cards, a dedicated field user interface and robust personal data anonymization processes
- User-level permissions/access
- Reporting fields to set up Dashboard
- Real-Time Transaction reports, showing the breakdown of transactions by Supplier and Cash Agent
- The system has to be capable to manage staff payments inside Syria via a dedicated second track, and to handle procurement payments inside Syria
- Instant loading of cards (max. 3 days) after WHH has transferred funds into the Supplier's bank account and providing beneficiaries list
- 24/7 hotline availability for complaints with fluent Arabic speaker
- Be able to provide support services as per project requirements
- Remaining balances will be reimbursed back to the Contracting Authority through bank transfer within 15 working days after the end of the project
- Be able to provide good quality cards in time and be able to offer replacements within 48 hours when needed
- Distribution of the cards will be done and managed by the Contracting Authority (WHH) and the supplier including PIN codes (if applicable) and information of use
- The supplier will train beneficiaries and staff how to use the system
- Be able to address issues raised by beneficiaries as well as WHH in timely manner
- The Contracting Authority (WHH) will provide the Supplier with a list of beneficiaries’ data
- The supplier should provide WHH access to the online system where IT Staff can manage the beneficiaries’ information (add, edit, delete, deactivate a card)
• WHH IT team have the possibility to check the online system via demo version or have a meeting with supplier to discuss it before signing the contract
• The system should operate quickly and efficiently without many daily stops or failures.
• The supplier should add/upload the users’ information to the online database system
• The system should accept the beneficiaries’ documents like (ID, address) in pdf or image formats.
• The system has function to import beneficiaries’ information as an excel sheet

Desired:

• It is highly desired, that the supplier already has an established network of vetted money transfer agents
• Experience with working with funds from a German donor (AA, BMZ, GIZ, KfW etc.) is highly desirable.
• The system should work without any new hardware to be established, therefore an “App” solution is much preferred

The proposal for the supply of cash transfer services should include the following information:

• Clearly indicate the cost of the services including but not limited to production costs, possible withdrawal costs, transaction costs, exchanging cards, return of unspent money (if applicable), and any other related costs.
• Quantities of hardware needed & expected duration of system deployment. Please indicate separately the duration it takes to print the cards including the design of cards
  The supplier must indicate in its offer how many days it will take them to start providing the services including the cards from the time the contract is signed.
• Information about data security and management (personal data of the beneficiaries)
• Information about security measures (e.g. pin code for cash cards)
• Prices as per paragraph 8 ”Prices"
• Documents requested in paragraph 9 ”Documents"
• Security: physical as well as personal data security for beneficiaries (if applicable) and service providers (e.g. suppliers) as well as global system security will be considered, with attention to the risk of fraud.
• Indicate where that data related to the contract will be stored as well as storage method.
• Reliability: the capacity to reduce the risk of rejected payments, as well as generating good quality data for monitoring cards’ use.
• Ease of use: for all potential users, beneficiaries, WHH and suppliers.
• Information about trainings provided by the supplier

3. Marking/labelling of cash cards
The marking and labelling of the cards will be provided by Welthungerhilfe to the successful bidders as per Welthungerhilfe visibility policy. Labelling of cards are at the sole discretion of Welthungerhilfe.

5. Delivery period
The delivery of services including delivery of the cards to our address in A’zaz is expected to start during July 2020.

The exact delivery schedule will be negotiated with the Gaziantep Country Office.

6. Ordering Party
Welthungerhilfe Turkey
Binevler Mh. 23. Sk. No.8
Sahinbey / Gaziantep
Turkey
7. Consignee

Welthungerhilfe Turkey
Azaz/ Syria

8. Prices

All quotation prices must be indicated in EUR (Euro) currency only indicating the cost of the services to either Welthungerhilfe or the suppliers in terms of discount rates, commissions or any other benefits or fees that the supplier will realize from offering these services, and/or as a percentage of total transferred amount.

Prices must include separately, Value added Tax, Stamp tax, insurance costs, and all other taxes. In addition, price of spare cards (if applicable), and delivery of the cards.

9. Documents

Following documents must be submitted before tender closing:

- Written quotation in Euro currency included of prices as indicated in the paragraph 8. (Prices) of this document on a letter headed paper (duly stamped and signed in a PDF format)
- Technical proposal
- Copy of VAT
- Company’s registration form or similar
- Company’s profile
- Reference list
- Pre-qualification of suppliers (refer to Annex I)
- List of exchange location in the target area.

Following documents will be requested from the Seller after firm order:

- Original Commercial Invoice or proof of money deposit (addressed to Welthungerhilfe)
- The Supplier is also expected to provide the Contracting authority final report, summary of spent/unspent money, summary of returned money, and any other relevant report.

10. Payment Conditions

1 Payment shall take place in the currency of the Contract

2 Payments due by the Contracting Authority shall be made to the bank account of the supplier

3 The Contracting Authority will transfer the final amount agreed in the contract to the bank account of the Supplier three days before the loading of the cards

4 The Contracting Authority will pay the fees and the actual amounts loaded to the cards separately (to be negotiated during contract phase)

11. Penalties

(1) The Contractor shall be liable according to statutory legal provisions, especially for its own negligent breach of duty and negligent breach of duty by its legal representatives or vicarious agents.
(2) Contractor recognizes that the Contract concerns the delivery of Goods and/or provision of Services where “time is of the essence” and that failure to deliver the Goods and/or provide the Services by the scheduled date(s) or in accordance with the quantities and/or quality specified in the Contract may cause irreparable harm to WHH.

(3) Therefore, if the Contractor culpably defaults in remedying a defect or making a delivery – fully and timely -., WHH shall have the right to request lump-sum damages due to default for the defective resp. Late delivery without further proof of damage, of 0.2 % of the net remuneration agreed for the defective resp. Late delivery and/or service for each period of default of 1 working day (Monday to Saturday) but at most 5 % of the agreed net remuneration for the defective resp. Late delivery and/or service. The Contractor shall, however, have the opportunity to prove to WHH that WHH has incurred no damage or materially lesser damage.

(4) The remedy in Article 18 of the said regulation is without prejudice to any other right or remedy that may be available to WHH, including cancellation, for Contractor’s non-performance or breach of any term or condition of the Contract. The above lump-sum damages shall however be set off in full against any further damage claim.

12. Selection Criteria

Welthungerhilfe will prioritize the quotations as follows:

- Tenderers not providing the requested quotation included of prices as indicated in the paragraph 8 (Prices) of this document duly signed and stamped with the other documentation as listed in the article “9. Documents” as requested will be by automatism excluded from this competition.
- Tenderers are urged to provide recent (up to 3 years) references for similar markets.

Following quantitative criteria will be considered in the contract granting:

- 20% delivery time of the complete system, including the delivery of the cards
- 10% provision of references of similar markets
- 70% service fee price

13. Force Majeure

Given the volatile situation in the region, the cash cards service delivery might be cancelled or modified due to the event of force majeure like changes in rules and regulations of Turkey, military operations, natural disasters etc. In such case, it is Welthungerhilfe’s right to cancel/ terminate the contract or suspend the delivery until the delivery of said service is possible.

14. Terms and Conditions of Contract / Purchase Order

The granted contract/purchase order for the procurement of the stipulated goods is supposed to involve the application of the “Welthungerhilfe Terms and Conditions for International Procurement of Goods and Services.”

For more information, the said document can be found at the following web link: https://www.welthungerhilfe.org/news/publications/detail/terms-and-conditions-for-international-procurement-of-goods-and-services/

15. Offer Conditions

Quotations should be valid for one year. Quotations must specify all details according to the tender text. Suppliers who do not receive a written feedback three week after the deadline for the bid submission will have to consider their bid being unsuccessful.
Application must be performed online through the following web tendering portal not later than the 18th of June 2020, 10:00 am CET that is accessible through the following thread:
https://eu.eu-supply.com/ctm/supplier/publictenders

The related EU-Supply RFT id reference of the tender invitation is 240995, and the tender reference is SYR1078-TND-002.

Might you be a new applicant, to be able to use the EU supply web portal and to submit your application through it, you will have to register as new supplier through the following web thread: https://eu.eu-supply.com/ctm/Company/CompanyRegistration/RegisterCompany. In general, all the inquiries about the concerned competition can be submitted through the EU Supply platform directly latest by 11th of June 2020 12:00 am CET time, but in case of having any additional questions, please contact us on the following email address:
procurement.turkey@welthungerhilfe.de
(with mention: tender SYR1078-TND-002)
This tender invitation is valid without signatures!
**Welthungerhilfe Supplier Qualification Form**  
**Page 1 / 3**

1. **We want some information about your company**

<table>
<thead>
<tr>
<th>Company Name</th>
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<tr>
<td>Legal Form</td>
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<td>Founded (Year)</td>
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<td>Established in (Country)</td>
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<td>Bank Details (Account Holder, Bank Name, IBAN, BIC, Swift, Currency)</td>
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<td>VAT-Registration Number</td>
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<td>Physical Address</td>
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<td>Name of Chief Executive Officer (CEO)</td>
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<td>Place and Date of Birth of CEO</td>
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<td>Name of Owner</td>
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<td>Place and Date of Birth of Owner (if individual)</td>
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<td>Website</td>
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<td>Sales &amp; Marketing Contact</td>
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<td>Range of Services provided by the Company (Company Portfolio)</td>
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For internal use of WHH only
2. Policy Statement of Welthungerhilfe

a. Welthungerhilfe supports the goals of the UN Global Compact

The UN Global Compact is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption.

**Human Rights**
- **Principle 1**: Businesses should support and respect the protection of internationally proclaimed human rights; and
- **Principle 2**: make sure that they are not complicit in human rights abuses.

**Labour**
- **Principle 3**: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- **Principle 4**: the elimination of all forms of forced and compulsory labour;
- **Principle 5**: the effective abolition of child labour; and
- **Principle 6**: the elimination of discrimination in respect of employment and occupation.

**Environment**
- **Principle 7**: Businesses should support a precautionary approach to environmental challenges;
- **Principle 8**: undertake initiatives to promote greater environmental responsibility; and
- **Principle 9**: encourage the development and diffusion of environmentally friendly technologies.

**Anti-Corruption**
- **Principle 10**: Businesses should work against corruption in all its forms, including extortion and bribery.

The Global Compact is global and local; private and public; voluntary yet accountable. Further information is available on this website in different languages: https://www.unglobalcompact.org

b. Welthungerhilfe (WHH) renounces all forms of terrorism and money laundering

Welthungerhilfe renounces all forms of terrorism and will never knowingly support, tolerate or encourage terrorism or the activities of those who embrace terrorism or money laundering. Consistent with numerous United Nations Security Council resolutions, including S/RES/1269(1999), S/RES 1368(2001) and S/RES1373(2001) and the European Union, Welthungerhilfe is firmly committed to the international fight against terrorism and in particular against the financing of terrorism. It is the policy of Welthungerhilfe to seek to ensure that none of its and its donor funds are used, directly or indirectly, to provide support to individuals or entities associated with terrorism or money laundering. Therefore, Welthungerhilfe will match their suppliers and Service providers against the Sanctions lists on a regular basis. By submitting an offer, suppliers and service providers agree to this.
Welthungerhilfe Supplier Qualification Form
Page 3 / 3

3. Supplier Declaration

We, _____________________________________ (name of company) hereby declare that

a) we are not in bankruptcy proceedings, judicial insolvency proceedings or in liquidation, that we have not ceased our commercial activities and are not in a comparable situation by virtue of similar proceedings referred to in the national legal provisions,

b) we have not received a sanction by legally binding judgment for reasons which bring into doubt our professional reliability,

c) we comply with our duty to pay social insurance contributions, taxes or other levies in accordance with the legal provisions of the state in which we have our office, the state of the consignee, or the state where the contract is performed. We assure that we will comply with the legislation applicable and common standards in terms of wages, social legislation and occupational safety and health.

d) we have not received a legally binding sentence due to fraud, corruption, participation in a criminal association, or another act directed against the financial interests of the International Humanitarian Aid Community,

e) no serious breaches of contract due to non-performance of our contractual obligations have been ascertained in connection with another contract or a contract awarded from the International Humanitarian Aid Community,

f) we are providing you with all the information required in connection with participation in a tender,

g) in respect of contracts which are ultimately paid for out of European Community funds, no one has accused us of breach of contract due to gross violation of our contractual obligations,

h) we have not been excluded as a contract partner by the European Community due to ethical issues,

i) we assure the European Commission, the European Anti-Corruption Bureau and the auditors of the European Community reasonable access on demand to our business and accounting documents for the purpose of checks and audits,

j) we respect basic social rights and condemn child labor,

k) we are informed that Welthungerhilfe will conduct a check to ensure that partners/suppliers do not appear on official sanctions lists of UN and the European Union.

__________________________________________________________________  
Date, Company Name, Signature of Owner of CEO, Name in Block letters, Stamp