



International Rescue Committee

Iraq Country Program

Request for information (RFI) for Cash Distribution

Publish date: November 30, 2023

Deadline to Respond: December 14, 2023

Interested contractors are strongly advised to read through the entire Request for information document before submitting their responses

Background

The International Rescue Committee responds to the world's worst humanitarian crises and helps people to survive and rebuild their lives. Founded in 1933 at the request of Albert Einstein, IRC offers life-saving care and life-changing assistance to refugees forced to flee from war or disaster. At work today in more than 40 countries. IRC restores safety, dignity, and hope to millions who are uprooted by conflict or disaster. IRC leads the way from harm to home.

The IRC established programs in Iraq in 2003 to address the overwhelming needs of displaced people in Iraq and the neighboring countries. Since re-establishing its presence in Iraq in November 2007, the IRC has been assisting thousands of internally displaced families in the northern, central, and southern governorates in the sectors of protection, gender-based violence (GBV), early childhood development, economic recovery, Child Protection, and emergency humanitarian assistance. Today, the IRC works in close coordination with the humanitarian and development partners in Iraq and local stakeholders to address the needs of Internally Displaced Persons (IDPs), Returnees, and Host communities.

The country program operates in Iraq with a focus on program activities in Erbil, Kirkuk, Salahaldin, Dayala, Ninewa, Baghdad, and Anbar governorates to achieve the following outcomes:

- People meet their basic needs and generate incomes and assets.
- School aged children have improved literacy, numeracy, and social-emotional skills.
- Adolescents and adults are physically and mentally healthy.
- Children are well nourished and protected from all forms of undernutrition.
- Women and girls use timely and effective Reproductive Health (RH) services.
- Women and girls are protected from and treated for the consequences of gender-based violence.
- People are safe in their communities and receive support when they experience harm.

Request for Information Objective

The objective of the RFI is to prequalify Cash Distribution Providers who have experience conducting cash distribution services in Iraq and registered officially with the Central bank of Iraq CBI/Gov of Iraq. The IRC intends to have a database in place from which further selection will be done. The database will be operational for two years, after which the same process can be conducted.

Scope of Work – Technical Requirement/Evaluation criteria

The Provider is contracted to provide IRC with cash distribution services. Once a SOW is entered into between the Parties, the IRC will do the following to request the cash distribution service:

- (a) At least two (2) working days prior to the date of a requested cash distribution to the identified natural person (Clients), suppliers, employees and local partners by IRC, IRC will inform the Provider of the amount of money to be distributed and the specific locations where the money is required to be distributed, which shall be within a 6 km radius of the furthest IRC's identified natural person (Clients), suppliers, employees and local partners to receive a distribution, so that Provider can position agents within safe reach of the intended recipients; and
- (b) At least one (1) day prior to the date of requested cash distribution, IRC will share with the Provider the list of IRC's identified natural person (Clients), suppliers, employees and local partners to receive a cash distribution on the specified date.

Obligations of the Provider in Performing the Cash Distribution Services:

- (a) Provider shall comply with all required laws and regulations relevant to Provider's business.
- (b) Provider shall treat all IRC clients, employees, and partners with respect and dignity.
- (c) Provider shall make cash disbursements to IRC identified Clients, suppliers, employees, and local partners only.
- (d) Provider shall make cash payments to IRC's Clients, suppliers, employees, and local **partners** at the pre-determined payment locations/ distribution points in all 18 governorates in Iraq in the presence of IRC designated staff.
- (e) The Provider should sign the data protection agreement to protect the data of IRC Clients, suppliers, employees and local partners and not share the list with anyone outside of the Provider's authorized staff.
- (f) Provider shall provide cash in the appropriate denomination for distribution.
- (g) Provider shall ensure receiver of cash, IRC program representative, and Provider's representative sign a certification upon receipt of cash distribution. Provider shall not be paid unless payment is made to an IRC-identified Clients, suppliers, employees and local partners (regardless of whether or not the name appears on the Payment Sheet) and such IRC's identified Clients, suppliers, employees and local partners signs and verifies that he/she has received such payment.
- (h) Provider shall travel to the predetermined payment locations in the 18 Iraqi governorates as directed by IRC. It is understood and agreed by the Parties that no IRC Clients shall travel more than twenty (20) minutes to collect his/her cash disbursement from the Provider or its local agents.
- (i) Provider shall provide IRC Supply Chain Coordinator the required documents for payment (including, but not limited to, invoice, certification, tokens collected from Clients).
- (j) Provider shall ensure the required number of personnel are on site for cash disbursement to provide necessary security, logistics (vehicle, driver and fuel) and communication to ensure that IRC Clients are paid on time and in a secure environment.
- (k) Provider shall carry out the IRC's cash distributions with due diligence and efficiency.

- (l) Provider shall provide on-site security, at its own expense, during all payment periods and shall be responsible for and provide appropriate security in the movement of funds to sites and between locations.
- (m) Provider shall have at least one Arabic speaking team member at each distribution point.
- (n) Provider shall prepare in advance the envelopes with required amounts for each IRC Client recipient.
- (o) Provider shall use Electronic Cash Counting machine at distribution points to ensure proper counting of cash before providing cash to IRC's identified Clients, suppliers, employees and local partners.
- (p) Provider shall enforce "No use" of cell phone at distribution points, with the exception of relevant Provider representatives at distribution points.
- (q) Provider shall ensure that there is no unnecessary exposure of cash at distribution points. Accordingly, all cash should be stored safely in locked safe boxes.
- (r) Provider and Provider's representative shall not take pictures of IRC Clients.
- (s) Provider agrees to do up to two (2) simultaneous distributions in multiple governorates on the same day. (s)
- (t) Provider agrees to do up to three (3) simultaneous distribution in one governorate on the same day.
- (u) Provider agrees to organize cash disbursement within one (1) day after receiving the SOW.
- (v) Provider shall be available six (6) days a week, including official holidays (Government holidays).
- (w) The Client has the right to request the provider to change any torn or unusable currency, and the provider will change it.
- (x) Provider shall not distribute any funds to IRC Clients if the designated IRC staff member is not present at the distribution site to verify payments.
- (y) During the transit and disbursement of cash, the Provider shall provide the necessary and suitable personnel, security, logistics, and communication arrangements to ensure that the IRC intended recipients receive cash disbursements timely and in a secure environment.
- (z) Provider shall provide bank notes that are legal tender and undamaged. If there are any invalid or damaged notes of any type of currency, the Provider shall replace such currency with newer notes.
- (aa) The IRC will pay the fee due to the Provider within thirty (30) calendar days of the IRC's receipt and approval of Provider's invoice(s) and tokens collected from Clients
- (bb) The fees above will be paid in addition to the pre-financed cash distribution amount requested by IRC under each SoW.
- (cc) For the most vulnerable recipients, the cash distributions will be distributed using a door-to-door approach.
- (dd) The Hawala officer must ensure timely arrival at the distribution site.

Vendors must provide as much information/evidence as possible to fulfill the requirement indicated above.

Vendor Submission (Deliverables)

Vendors are expected to submit the following documentation.

- Confirm or otherwise communicate your counter approach regarding the above-mentioned Scope of Work
- Company Profile
- Completed Vendor Information Form (VIF)
- Certificate of business registration
- Certificate of incorporation, business license, or similar document
- Copy of tax registration, tax clearance certificates, or similar documents
- Detailed ownership structure (Name of directors of the company / Owners)
- Proof of experience in providing cash distribution services in the last 3 years.
- References from previous customers / Other INGOs
- Signed Vendor Code of Conduct / Conflict of Interest forms.

Bidders must demonstrate that they have valid business registration, tax certificate, and all registration as required by the laws of Iraq/Erbil. Eligibility criteria will be scored PASS /FAIL. PASS will proceed to full technical evaluation and NO will be excluded from the next step.

RFI Submission

Vendors who wish to participate in the RFI Process should sent the information required to the following Email Address: IRCIraq.TenderBox1@rescue.org before **4:00 PM December 14th 2023**. Documents submitted after the deadline and those are submitted to different e mail address will not be accepted. The IRC may, at its discretion, extend the deadline for the submission of documents, in which case all rights and obligations of the IRC and vendors, as documented in the RFI, will be applicable to the new deadline.

Note:

This RFI does not constitute a solicitation. IRC is not requesting any bids or proposals at this stage; IRC is seeking information on your business for internal evaluation and to support in building our tendering documentation.

Your response to this EOI does not automatically ensure that you will be selected to participate in tender or be selected for any procurement with IRC.