

**PROPOSAL FOR PROVISION OF CASH DROP SERVICES IN SOUTH SUDAN**

**TENDER REF - JUB/002**

**Submitted to**

**MERCY CORPS – SOUTH SUDAN**



Mercy Corps

Plot 455, Tongping (American Road)

Juba South Sudan

23 July 2018

Dear Sir/Madam,

# **SUBJECT: PROPOSAL FOR PROVISION OF CASH DROP SERVICES IN SOUTH SUDAN**

TIAM Company Limited is delighted to present the attached Proposal for the Provision of Cash Transfer Services to Mercy Corps field offices in **Bentiu, Nyal, Ganyiel, Mundri, Koch** and any other location of interest across South Sudan.

TIAM Company Limited is a company based in South Sudan with East Africa presence and specializes in offering Cash Delivery and Cash Distribution Services to Offices and Field Locations across South Sudan. TIAM has been operating in South Sudan since its incorporation in 2013 and has wealth of experience in providing innovative and tailor made solutions to their clients amidst the complexities of the South Sudan Market.

TIAM has not only been doing physical cash transfer and distribution service but it has also invested in a modern technology which uses biometric system to identify, authenticate, and transmit the beneficiaries’ details for payment. This system is very effective in terms of biometric identification and payment and management of reports and reconciliation.

TIAM has provided Cash Delivery and Distribution Services to International NGOs, private companies and banks which includes but not limited to Mercy Corps, Committed to Good (CTG), Comitato Collaborazione Medica (CCM) and War Child Holland among others.

We confirm that the Price Validity quoted in this proposal shall remain unchanged for 12 Months in accordance to the tender requirements.

We are committed to developing and strengthening our relationship with **Mercy Corps** and we look forward to partnering with you in provision of this essential service.

Kind Regards,

***Jemimah Wakaba***

***General Manager***

***TIAM Company Limited***

***Tel: +211 921 619 736***

***Email:*** [***jwakaba@tiam-ss.com***](mailto:jwakaba@tiam-ss.com)

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***Annex 6.1 Documents Requested in the “Eligibility Criteria”***

*6.1.1 Legal Business Registration (Certificate of incorporation, Memorandum and article of association)*

*6.1.2 Tax Identification Certificate*

*6.1.3 Tax Clearance Certificate*

*6.1.4 Certificate of Registration of Cash transfer*

*6.1.5 Certificate of Insurance and liability*

***Annex 6.2 Documents Requested in the “Tender Submittals”***

*6.2.1 Company Profile, two pages’ maximum*

*6.2.3 Cash transfer Operating Certification*

*6.2.4 Certification of Release and Service*

*6.2.5 References from previous work projects (including contact information)*

***Annex 6.3 Mercy Corps Supplier Information Form***

***Annex 6.4: Additional Attachments***

# **1.0 SERVICE SPECIFICATIONS**

## **1.1 Introduction**

TIAM provides both cash delivery and cash distribution services in all locations across South Sudan. TIAM provides the services on a **reimbursement model** where TIAM pays at the field locations and Mercy Corps reimburses once the delivery has been completed and confirmed.

TIAM undertakes all the risks associated with movement of cash up to the Mercy Corps offices and points of distribution. TIAM has Cash in Transit Insurance Cover for the amounts delivered at any given time. Mercy Corps will not be liable for any losses in the process of movement of cash until it reaches the respective field offices.

## **1.2 Cash Delivery Methodology**

TIAM provides Cash Drop Services in all locations in South Sudan in both the Local Currency (SSP) and Foreign Currency (USD). TIAM provides Cash Drop Services under the following models depending on the needs of Mercy Corps:

* **Cash Drop at the Airstrip** – This is where TIAM delivers the requested Cash to the nearest airstrip for each Field Location to be received by Mercy Corps Staff.
* **Door to Door Services** – TIAM also provides door-to-door services where TIAM staff delivers the requested cash to Mercy Corps offices in the Field Location. This minimizes the risk of movement of cash by Mercy Corps staff from the airstrip to the office and allows for ample time for verification of the cash.

Deliveries can be made across all locations in South Sudan within a lead-time of **24 Hours**. TIAM has established a strong network of agents on the ground across all locations in South Sudan including Mercy Corps Field Offices. TIAM does not rely entirely on UNHAS flights to deliver cash to the Field Locations.

The payments are delivered to a nominated recipient stipulated by your Office or to multiple recipient based on the specific needs. Recipients will be able to collect their funds at specific payment sites as directed by your office.

## **1.3 Cash Delivery Process**

The process involved in the Cash Drop Services is as detailed below:

1. MERCY CORPS will inform TIAM **24 Hours** in advance of an intended Cash Transfer to its various Field location
2. MERCY CORPS will issue an instruction detailing the cash to be delivered to each Field Location. The instruction should contain:

* Amount to be Delivered in SSP/USD for each of the Field Offices
* Breakdown of Denomination (TIAM shall provide the requested denomination for ease of distribution)
* Full name of Recipient
* Identification Details of the Recipient

***Please note we shall accept instructions signed by authorized signatories of MERCY CORPS. The Signatory list will have to be shared with TIAM in advance.***

1. TIAM receives the instructions and prepares for the Cash Delivery to the various Locations as summarized below:

* TIAM has a robust network on ground and can deliver cash to Mercy Corps offices upon receipt of instructions. TIAM provides Mercy Corps with options of delivering via agent and/or delivering via UNHAS.
* Incase Mercy Corps prefers air lifting the cash, TIAM shall facilitate the booking of UNHAS flights to the various Locations.
* TIAM shall book its own UNHAS flights and shall **NOT** need Mercy Corps to facilitate the Process of booking as this can be cumbersome.
* TIAM shall deliver the Cash in the very first available Flight in order to ensure fastest delivery.
* Sourcing of denominations required and packaging it. TIAM shall provide Mercy Corps with all the small bills requested.
* Ensuring that Security Clearance is done with the relevant bodies –
* Relief & Rehabilitation Commission (RRC)
* Military Intelligence
* Criminal Investigation Department (CID)
* National Security

1. Upon reaching the Field Location, TIAM staff shall pay the intended recipient upon proper identification.
2. Upon successful delivery, TIAM shall Invoice Mercy Corps the Principal amounts delivered plus the agreed commission. The invoice will be supported by the signed acknowledgement confirming receipt of funds by the respective Field Offices.

# **2.0 RESOURCES**

TIAM boosts of over 50 Staff Members comprising of 40 Field Officers/Delivery Agents and 10 Support Staff. TIAM staff have a wealth of experience in South Sudan Market and also in Cash Transfer Payments. The staff are well trained in cash delivery procedures to ensure that the deliveries are handled to the satisfaction of our clients.

TIAM understand the volatility and complexities of the South Sudan Market and has hence ensured diversity in its staff members to ensure that we deliver efficiently to our clients.

Our Field Officer/Delivery agents are fully conversant and fluent in the local Arabic Language to ensure that the deliveries are successfully completed.

We have attached our list of staff members, please refer to ***Annex 6.4 Additional Attachments for the List of staff***

# **3.0 CORPORATE CAPABILITIES**

TIAM has been operating in South Sudan since its inception in 2013 and has over five years’ experience in the Cash Delivery Industry.

TIAM has frequently delivered cash to the following locations including Mercy Corp’s Field Offices as highlighted below:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Aburoc | Buong | Mabior | Mvolo | Pieri | Yambio |
| Agok | Jiech | Malakal | New Fangak | Pochalla | Yei |
| Ajoung Thok | Jamari | **Maridi** | Nimule | Renk | Yida |
| Akobo | Kapoeta | Mathiang | **Nyal** | Rubkona | Yirol |
| Alek | Karam | Mayendit | Old Fangak | Rumbek | Raja |
| Awiel | **Koch** | Mayom | Padeah | Torit | Tonj |
| Boma | Kurawai | Mier | Pagil | Touchraik | Gorwai |
| Bor | Lankien | Mingkaman | Pakur | Ulang |  |
| **Bentiu** | Leer | Magok | Paloich | Wau |  |
| **Ganyiel** | Maban | Mundri | Pibor | Wiechjol |  |

TIAM has provided Cash Delivery Services to a number of International NGOs, Private Companies and banks as detailed below:

|  |  |  |
| --- | --- | --- |
| **CLIENT NAME** | **CONTACT DETAILS** | **DETAILS OF CONTRACT** |
| 1. Mercy Corps |  | We have a successfully completed a one-year contract where we delivered approximately $100,000 & SSP20,000,000 Monthly to the various Field Locations.  For the duration of the contact, we delivered over USD1,200,000 & SSP240,000,000 in the past year. |
| 1. Comitato Collaborazione Medica (CCM) | [admin.ssd@ccm-italia.org](mailto:admin.ssd@ccm-italia.org) | We have a current active contract with CCM where we deliver approximately $100,000 & SSP1,500,000 Monthly |
| 1. Committed to Good (CTG) | [hillary@ctg.org](mailto:hillary@ctg.org) | We have a current active contract with CTG where we deliver approximately $50,000 Monthly |
| 1. War child Holland (WCH) | [Margaret.Badaru@warchild.nl](mailto:Margaret.Badaru@warchild.nl) | We have a current active contract with WCH where we deliver approximately $60,000 Monthly |

# **4.0 PRICE/COST**

|  |  |
| --- | --- |
| **SERVICES RENDERED** | **PRICING** |
| **OPTION 1:**  Deliveries in USD Reimbursed in  USD | * **2.0 %** Commission of the Total Value of the Transaction. * Mercy Corps meets the cost of UNHAS Flight *(TIAM shall make its own UNHAS booking and Invoice Mercy Corps on the costs, Mercy Corps* ***does not*** *need to facilitate TIAM in making the bookings)* * Cash to be collected at the Airstrip |
| **OPTION 2**  Deliveries in SSP Reimbursed in  USD | * **NIL** Commission charged on the Total Value of the Transaction. * SSP to be reimbursed in USD * TIAM meets the cost of UNHAS Flight *(TIAM shall make its own UNHAS booking, Mercy Corps* ***does not*** *need to facilitate TIAM in making the bookings)* * Cash to be delivered to Mercy Corps Offices (Door-to-Door Services) |
| **OPTION 3:**  Combined Deliveries (Where TIAM delivers both USD/SSP together)   * Deliveries in USD Reimbursed in USD * Deliveries in SSP Reimbursed in USD | * For Deliveries in USD Reimbursed in USD * 1.75 % Commission of the Total Value of the Transaction (Discount offered on USD Delivery) * For Deliveries in SSP Reimbursed in USD * NIL Commission charged on the Total Value of the Transaction. * SSP to be reimbursed in USD * TIAM meets the cost of UNHAS Flight *(TIAM shall make its own UNHAS booking, Mercy Corps* ***does not*** *need to facilitate TIAM in making the bookings)* * Cash to be delivered to Mercy Corps Offices (Door-to-Door Services) |
| **OPTION 4:**  **Deliveries in SSP reimbursed in SSP -DELETE** | * **2.5 % Commission of the Total Value of the Transaction** * **Mercy Corps meets the cost of UNHAS Flight** * **Cash to be collected at the Airstrip** |
| **OPTION 4:**  Cash-in Transit services within juba | * For Deliveries in USD Reimbursed in USD * 1.5 % Commission of the Total Value of the Transaction * Cash to be delivered to Mercy Corps Offices * For Deliveries in SSP Reimbursed in USD * NIL Commission charged on the Total Value of the Transaction. * SSP to be reimbursed in USD * **For Deliveries in SSP Reimbursed in SSP** * **2.0% Commission charged on the Total Value of the Transaction. DELETE** * Cash to be delivered to Mercy Corps Offices (Door-to-Door Services) |

***Note***

* TIAM has a strong agent network on the ground and can provide the cash to Mercy Corps offices without necessarily airlifting the cash. This shall be discussed in advance depending on the volumes of USD Component.
* Where the cash needs to be airlifted, TIAM shall make its own UNHAS booking, Mercy Corps **does not** need to facilitate TIAM in making the bookings
* In the scenario where Mercy Corps meets the cost of UNHAS flight, TIAM shall Invoice Mercy Corps the related costs

# **5.0 OTHER PRODUCTS AND SERVICES**

TIAM offers a variety of other Products and Services in addition to Cash Drop Services which includes:

* Cash Distribution Services to Field Locations
* Salary Payments in Field Locations
* Voucher Payment in Field Locations
* Biometric Solution

## **5.1 Cash Distribution Services to Field Locations**

This product caters for cash distribution programs in all locations across South Sudan. The Product has been specifically designed for organizations that have cash distribution programs to targeted beneficiaries.

TIAM understands the challenges that organizations may face during distribution of cash to beneficiaries in Field Locations. Once the organization identifies beneficiaries using a Specific criteria e.g. old, widowed, sick and/or vulnerable, they are faced with logistical and security nightmares of payments of these beneficiaries.

TIAM has expertise in payments of such beneficiaries, where we shall organize the movement of money to the targeted areas and in addition distribute the cash to the beneficiary in presence of your field officers.

## **5.2 Salary Payments in Field Locations**

TIAM can facilitate payment of Salaries in Field Locations. This is where TIAM packages salaries in individual envelopes in the denomination provided for the ease of making payments in the field. TIAM can also facilitate the individual payment of the salaries to Mercy Corp’s staff in field locations.

TIAM also provides cash in the denominations required to ensure ease of distribution. TIAM shall provide all the small bills requested to ensure that Mercy Corps efficiently meets its payroll demand.

## **5.3 Voucher Payment in Field Locations**

TIAM can also facilitate Cash for work and voucher payments. TIAM understands that voucher payments are an effective way for international organizations to offer support to families in the remote areas and it spurs economic activities in these locations hence we are keen to assist your Clients in facilitating Cash/voucher payment programs.

## **5.4 Biometric Solution**

### *5.4.1 Introduction*

TIAM understands the challenges that NGOs face in relation to registration, identification and payment of beneficiaries in Field Locations. Most of the beneficiaries in Field Locations do not have proper identification hence there is no assurance that the correct beneficiaries have benefited from the intended programs.

Based on the challenges above, TIAM has invested in modern technology to ensure that beneficiaries are registered, identified and paid biometrically hence ensuring **assurance** accountability to the donors. The solution also consists of detailed reports hence ensuring donor reporting is done in accordance to their rules and regulations.

TIAM is currently implementing the Biometric Solution for a number of NGOs through is partners and we are available for a live demo in the event that this solution shall interest Mercy Corps.

### *5.4.2 Solution Description*

The solution consists of a mobile application and a web-based back-end application. The system shall provide for the following functions;

1. **Mobile Application**

An easy to use Android application has been developed for tablets with fingerprint reader. The mobile application will make use of very simple icons and a very interactive user interface which will support;

* ***Registration:*** The beneficiaries will be enrolled into the system through the portable, internet enabled biometric devices. The identification details of the beneficiary will also be captured and could include, Names, Age, Photo and an optional PIN number(password). Each beneficiary will have a unique record and subsequently a fingerprint template assigned to this record. To enhance security all, the information will be stored on the server, on the devices and on the smart cards in an encrypted form.
* ***Offline -Online Capability*** — The system will be able to work in situations when there is connectivity and when there is absence but will periodically sync between the online and offline capability.
* ***Verification:*** This will the 1:1 matching of an existing beneficiary to an existing record by matching the presented fingerprint with the corresponding record.
* ***Communication:*** This will be done through GSM and Wi-Fi in order to communicate with the back-end server — in order to sync the information stored on the various devices. During the transmission between the devices and the server SSL encryption will have applied.

1. **Web-based Application**

This will be the online back-end of the database. It will contain the same copy of information stored by all the devices in the field. This application shall also store other information like number of transactions and present them in high-level form as charts, graphs, analytics and dashboard for easy monitoring and evaluation by the project managers and clients.