

Terms of Reference (TOR)
Contracting Financial Service Provider (FSP) to Support a Cash-based Program
CARE Sudan

1. Introduction

CARE Sudan is currently providing emergency cash assistance in response to the ongoing conflict in Sudan, reaching over 16,000 individuals across seven operational states: Khartoum, Algezira, Gedaref, Kassala, South and East Darfur, and South Kordofan. CARE Sudan is scaling up its Cash and Voucher Assistance (CVA) program to meet the increasing demand and effectively respond to the emergency. The aim of the program is to build resilience among war-affected communities through Multi-Purpose Cash Assistance (MPCA) that meets basic food needs, enhances food security, health, and nutrition, and reduces negative coping mechanisms.

2. Objective

CARE Sudan is seeking to contract a Financial Service Provider (FSP) to facilitate and deliver cash disbursements under its CVA program. The FSP will be expected to meet the following criteria:

- Adequate financial capacity and cash liquidity
- Comprehensive geographical coverage across CARE's operational areas
- Ability to disburse cash on a reimbursement or confirmation basis
- Alignment with CARE's core values and programming principles

The selection process will adhere to ethical standards, transparency, and fairness, in compliance with CARE Sudan's policies and procedures.

3. Scope of Work

Disbursement of cash grants to program participants could assume different modalities/delivery mechanisms depending on the community conditions where operations will take place. CARE will decide the modality to follow based on the location of the

disbursement/redemption and preparation work. CARE will then coordinate with the Service Provider for the preparation of the day/redemption activity.

The selected FSP will be responsible for the following:

1. **Documentation and Vetting Requirements:** The FSP must provide all necessary documents for vetting, including:
 - Company registration and business license
 - Authorization from the Sudan Chamber of Commerce
 - Proof of financial capacity and liquidity
 - Bank account details and information on focal points, including details of field-level cash-out agents
 - If the FSP operates through hawala (informal money transfer systems), it will be acceptable, provided sufficient documentation is available for the vetting process.

2. **Deliverables:**

Provision of cash to program participants through the following modalities

- Cash in envelope.
- Mobile money
- Bank transfers
- Electronic wallet
- Electronic vouchers
- Mobile App Disbursement

3. **Payment Process:**

- Payments should only be made to registered beneficiaries listed in the master beneficiary list provided by CARE Sudan.
- Beneficiaries should be verified through official documentation (National ID, family book, etc.). In the absence of official documents, beneficiaries will be verified using a unique ID issued by CARE Sudan or a signed undertaking.
- Payments must be made at the agreed location and within the specified time, in the agreed currency, and in the correct denomination of notes.
- The FSP must notify CARE and partners at least 48 hours in advance of any changes to the cash facilitation process.

4. Security and Cash Handling:

- The FSP is responsible for the security of cash in transit until it is distributed to beneficiaries.
- Acceptable security protocols must be followed during cash handling and transportation.
- The FSP will cooperate with CARE Sudan and partners to ensure that cash-out points are accessible and meet security standards. Ideally, cash-out points should be within 2 km of the beneficiaries' location. If not, alternative solutions must be agreed upon.

5. Distribution Locations:

- Cash distributions will be conducted at centralized distribution points, ideally at the designated locations approved by CARE Sudan.
- Staff from CARE Sudan and partners will be present at distribution points to verify the identity of beneficiaries.

6. Payment Failures and Re-Arrangements:

- In the event of failure to complete payments within the specified time, the FSP will be responsible for re-arranging payments without charging a commission for the re-disbursement.
- CARE Sudan reserves the right to cancel a payment request without penalty if the payment is not delivered as agreed.

7. Monitoring and Feedback:

- The FSP will be required to request beneficiaries to confirm the amount received and sign an acknowledgment receipt.

8. Banknotes and Receipt Requirements:

- The FSP must provide valid and undamaged banknotes. Any invalid or damaged notes should be replaced with new ones.
- Beneficiaries must receive a receipt for each transaction, detailing the date, time, and amount received, especially in mobile cash or Bankak.
- CARE Sudan and its partners have the right to collect beneficiary-related information from the FSP as needed.

9. Confidentiality:

- The FSP must maintain confidentiality regarding beneficiary data and not disclose any information about project locations or beneficiary numbers to the media or third parties.

10. Payment to FSP:

- Payments to the FSP will be made based on the successful completion of work and submission of supporting documentation as outlined in the contract.

4. Geographical Coverage

The FSP must have the capability to operate in the following regions and districts:

State	Locality	Districts
Khartoum	Karrari	All
	Umbada	All
	Jabel Awlia	All
	Omdurman	All
	Bhari	Areas where CARE Sudan or partners have access
Eastern Darfur	Aldaein, and other accessible localities.	All
South Darfur	Areas where CARE Sudan or partners have access	All
South Kordofan	Areas where CARE Sudan or partners have access	All
Gezira	Almanagl and and other accessible localities.	All
Kassala	All localities	All

State	Locality	Districts
Gedaref	All localities	All

5. Selection Criteria

The selection of the FSP will be based on the following criteria:

1. **Financial Capacity:** The FSP must demonstrate sufficient financial liquidity and capacity to meet the needs of the program.
2. **Geographical Coverage:** The FSP must have the ability to operate in all required regions and districts.
3. **Security Measures:** The FSP must have robust security measures for cash handling and distribution.
4. **Experience:** The FSP must have a proven track record of successfully implementing cash distribution programs in similar contexts.
5. **Operational Flexibility:** The FSP must be flexible in adapting to changes in distribution locations and methods based on security assessments and field requirements.

8. Conclusion

This TOR provides the necessary framework for selecting an FSP to support CARE Sudan's cash assistance program. The FSP will be integral in ensuring that cash transfers are executed efficiently, securely, and in alignment with CARE Sudan's goals of building resilience in affected communities.

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