



Request for Proposals
Financial Service Provider
For cash payments to beneficiaries for current and future Sudan
emergency, recovery, and development programs
Ref. No. SD-CRS-FSP-26-01

Dear Sir or Madam,

Catholic Relief Services (CRS) in Sudan invites financial institutions to participate in a tender process to identify one or more providers responsible for delivering cash payments to beneficiaries across current and future CRS emergency, recovery, and development programs. The attached RFP provides detailed information for interested bidders.

CRS cash programming includes both longer-term, regular payments to households recovering from shocks or building livelihoods over extended periods, as well as rapid-response, one-off or short-term payments to support families in the immediate aftermath of emergencies. CRS therefore seeks one or more financial service providers capable of supporting a range of delivery modalities, including rapid disbursements following emergencies and sustained payment cycles for recovery and development activities, in accordance with program requirements across Sudan.

CRS will consider applications from local, regional, and national financial institutions. Smaller and localized providers with strong presence in hard-to-reach areas are strongly encouraged to apply.

CRS recognizes that bidders may have questions after reviewing this RFP. Interested bidders may submit inquiries to the CRS Sudan Procurement Unit at sudan.rfgs@crs.org, in accordance with the instructions provided in the RFP. Responses to relevant questions will be shared with all organizations that have expressed interest.

This RFP does not obligate CRS to award a contract, nor does it commit CRS to reimburse any costs incurred in the preparation or submission of proposals. CRS reserves the right to reject any or all proposals received, if such action is deemed to be in its best interest.

Sincerely,

Deputy Country Representative - Operations

Request for Proposals
Financial Service Provider
For cash payments to beneficiaries for current and future Sudan
emergency, recovery, and development programs
Ref. No. SD-CRS-FSP-26-01

Almatar Area Block 4 House 366,
Elwalideian Mosq Street, Port Sudan, Sudan
E-mail address (For questions / inquiries only): sudan.rfgs@crs.org

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Component I: General Information

1.1 Introduction

Catholic Relief Services (CRS) is the official international humanitarian agency of the Catholic community in the United States, working to save, protect, and transform lives in more than 100 countries worldwide. CRS implements emergency response and long-term development programs across sectors including health, agriculture, education, livelihoods, and peacebuilding, serving vulnerable populations based on need, regardless of race, religion, or nationality.

Cash and voucher assistance (CVA) is a core modality used by CRS to deliver timely and flexible support to crisis-affected populations. Through CVA programming, CRS enables households to meet their immediate needs while supporting local market systems and economic recovery.

CRS cash programs include both longer-term, regular payments to households recovering from shocks or building sustainable livelihoods over extended periods, as well as rapid-response, one-off or short-term cash transfers to support families in the immediate aftermath of emergencies. CRS is seeking one or more qualified financial service providers to support the delivery of these cash transfers, including both rapid emergency disbursements and sustained payment cycles for recovery and development programming, in accordance with specific program requirements across Sudan.

CRS will consider applications from local, regional, and national financial institutions. Smaller and localized providers with strong presence in hard-to-reach areas are strongly encouraged to apply.

1.2 Deadline for Submission of Bids

The deadline for receiving proposals is **21st July 2026 at 4:00 pm (Sudan Standard Time)**.

Bidders are responsible for ensuring that their offers are received in accordance with the instructions stated herein. Late submissions after the aforementioned deadline date and time will not be considered by CRS.

If your organization is encountering any problems submitting the proposal, please contact CRS Sudan Procurement Unit via email at sudan.rfgs@crs.org. **Note this email address is for questions / inquiries only!**

1.3 Submission of Bids

Duly completed **Technical and Financial Proposals should be submitted as separate attachments** via email or physical mail to one of the following addresses:

- 1) via email at tenders.sudan@crs.org, or
- 2) **SEALED** envelopes addressed to Catholic Relief Services, Almatar Area Block 4 House 366, -Elwalideian Mosq Street, Port Sudan, Sudan, clearly marked by Bidders Name, Address, RFP Number, Signed and officially stamped.

See **Section 1.4.B** for more details on required proposal documents.

1.4 Requirements

To be determined responsive, an offer must include all of documents and sections included in I.4.A and I.4.B (see below).

A. General Requirements

Companies and organizations that submit proposals in response to this RFP must meet the following requirements:

- i. Companies or organizations, whether for-profit or non-profit, must be legally able to conduct business in Sudan and have the ability to provide cash transfer services in Sudan upon award of the contract;
- ii. Must not have declared or be in the process of declaring bankruptcy;
- iii. Have not been convicted for an offense concerning professional conduct;
- iv. Have fulfilled obligations related to payment of government taxes and have Tax certificate, and valid business registration certificate that allows the service provider to work in Sudan;
- v. Are not in situations of conflict of interest (e.g., with primary relationship to family or business relationship to parties on tender committee or any person in CRS);
- vi. Have the capacity, operational personnel, and capital to provide the required services;
- vii. **Are not on any list of sanctioned parties issued by the United States Government, the United Nations or the European Union as detailed below:**
 - The website of the System for Award Management (SAM) formally known as the Excluded Party List System (EPLS): <https://www.sam.gov>;
 - The website of the United Nations Security (UNSC) sanctions committee established under UNSC Resolution 1267 (1999) (the “1267 Committee”): http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml,
 - The Office of Foreign Assets Control Specially Designated Nationals and Blocked Persons List <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>

B. Required Proposal Documents

i. Cover Letter

The Bidder’s cover letter shall include the following information:

- a) Name of the company or organization
- b) Type of company or organization
- c) Address
- d) Telephone
- e) E-mail
- f) Full names of members of the Board of Directors and Legal Representative (as appropriate)
- g) Valid Business Registration Certificate
- h) National Tax Certificate

ii. Technical Proposal

The technical proposal consists of a detailed response to **Component III: Questionnaire – Technical Proposal**. Bidders are required to answer all questions as they pertain to the organizations respective proposal in the order presented in the questionnaire with sufficient detail for CRS to determine the bidder’s capacity to undertake the Scope of Work.

Under no circumstances may financial information be included in the technical proposal. This includes any prices, whether for deliverables or line items. Financial information must be shown only in the financial proposal.

iii. Financial Proposal

The Financial Proposal shall consist of a response to **Component IV: Questionnaire – Financial Proposal**.

The financial proposal is used to determine which proposals represent the best value and serves as a basis of negotiation before award of a contract. The financial proposal will include all costs associated with the implementation of the technical proposal.

No profit, fees, taxes, or additional costs can be added after the award. All financial information must be expressed in USD.

Under no circumstances may financial information be included in the technical proposal. No financial information or any prices, whether for deliverables or line items, may be included in the technical proposal. Financial information must only be shown in the financial proposal.

1.5 Questions about the RFP

Please submit any questions in writing to the RFP via email to sudan.rfgs@crs.org by 15th July 2026 at 4:00 pm. All questions will be answered in blind copy to all bidding organizations.

1.6 Validity Period

Bidders’ proposals must remain valid for 90 calendar days after the proposal deadline.

1.7 Evaluation and Basis for Award

A Contract will be executed with the Bidder(s) whose proposal is determined to be responsive to this solicitation document; meets the eligibility criteria stated in this RFP; meets the technical, management/personnel, and corporate capability requirements; and is determined to represent the best value to CRS Sudan.

This RFP will use the response of the bidder to the Scope of Work (**Component II**) and minimum service requirement annexed to this RFP to determine the best value. That means that each proposal will be evaluated and scored against the evaluation criteria and evaluation sub-criteria, which are stated below.

In evaluating proposals, CRS will use the following evaluation criteria, as outlined in the bidder’s response to Components III and Components IV:

Component	Weight
Administrative Criteria <ol style="list-style-type: none"> 1. Proposal includes a cover letter, technical proposal, and financial proposal. 2. Bidder is compliant with requirements stated in Section I.4.A of this tender document, with supporting evidence. 3. Financial and Technical proposals submitted as separate documents. 4. Offer is received by the deadline. 5. Offer is signed or stamped. 6. Offer meets the bid validity period (see Section 1.6). 	Pass/Fail
Component III: Questionnaire – Technical Proposal <ol style="list-style-type: none"> 1. Organizational Overview & General Information 2. Fund Transfer System 3. Payment Product Details: End User (Payee/Beneficiary) 4. Distribution 5. Security & Internal Controls 6. Service Relationship Management/Technical Support & Training 	60%
Component IV: Questionnaire – Financial Proposal <ol style="list-style-type: none"> 1. Costing Structure & Fees 	40%
Total	100%

Bidders must pass the Administrative Review before proceeding to the Technical and Financial Review.

1.8 Negotiations

Best offer proposals are requested. It is anticipated that a contract will be awarded solely on the basis of the original offers received. However, CRS reserves the right to request clarifications prior to award. Furthermore, CRS reserves the right to conduct a competitive range and to limit the number of Bidders in the competitive range to permit an efficient evaluation environment among the most highly-rated proposals. Highest-rated bidders, as determined by the technical evaluation committee, may be asked to submit their best prices or technical responses during a competitive range. At the sole discretion of CRS, Bidders may be requested to conduct oral presentations. If deemed an opportunity, CRS reserves the right to make separate awards per component or to make no award at all.

1.9 Non-exclusivity

CRS reserves the right to enter into an agreement for services with any and all vendors responding to this RFP. Additionally, this solicitation does not oblige CRS to establish agreements with any vendors participating in this open tender if it does not choose to do so.

1.10 Protest

By submitting a response to this request for proposals, Bidders understand that CRS donors are NOT a party to this solicitation. Bidders agree that any protest to this request for proposals must be presented in writing with a full explanation of the Bidders' concerns to CRS for consideration. CRS' donors will not consider protests made to them under their financed projects. At its sole discretion, CRS will make a final decision on the protest.

--- END OF COMPONENT I ---

Component II

Background, Scope of Work, Deliverables, and Deliverables Schedule

2.1 Program & Purpose

Through the **Rapid Multi-sector Life Saving Response in North Darfur and East Darfur project**, Catholic Relief Services in Sudan (“CRS Sudan”) seeks to preposition financial service providers capable of making one-time or regular monthly payments to households in various localities in North Darfur and East Darfur states (current proposed localities include; in East Darfur; El Daein, Yassin and Shia’ria while in North Darfur; Tawila, Melit, Kutum, Tina, Um Baru, Dar As Salam, Kabkabiya, As Serief, and Saraf Omra) The target localities within the states may shift depending on need and access.

The objective of this project is to enable the population experiencing an ongoing crisis in Sudan to meet their acute humanitarian needs and reduce life-threatening risks through rapid response and assistance delivery, including facilitating the affected population's access to cash to meet their immediate acute needs.

Under this RFP, CRS Sudan is seeking one or more financial service provider(s) to be able to plan, facilitate and manage unconditional direct cash transfer (cash in hand) to project participants in line with the Rapid Multi-sector Life Saving Response in North Darfur and East Darfur project, requirements in select locations in Sudan starting on August 1, 2026. Based on the modality (unconditional direct cash transfer), the service provider must be able to serve the project participants designated by CRS Sudan and its partners in the aforementioned locations in a safe, dignified and secure manner. Payments will be made to project participants through direct cash transfer. CRS Sudan will consider local, regional, and national financial institutions to respond; small-scale and localized financial institutions serving hard-to-reach locations are highly encouraged to apply.

Services under this contract will be accessible to all other CRS projects in the country for the period of the agreement.

2.2 Background

Catholic Relief Services is a humanitarian and development organization, providing emergency response programming to over 17 million people in 2024, through 217 projects in 68 countries. In Fiscal Year 2024, CRS processed over US\$ 122 million in Cash and Voucher Assistance (CVA) programming alone. In Sudan, CRS started implementing cash transfers in 2023 to provide assistance to the population affected by the current crisis and to help them meet their acute emergency needs, including Food, Health, water and sanitation, and Shelter. Most recently, between October 2025 to June 2026, CRS provided assistance to about 24,600 households (reaching approximately 147,600 individuals) through direct sectoral (Food Assistance) cash transfer. CRS Sudan implements programs across the Darfur region, including East Darfur, Central Darfur, North Darfur, and West Darfur states, as well as in Khartoum and El Gezira states.

Under this RFP, CRS seeks to distribute unconditional cash for food to about 12,580 households across the states of East Darfur and North Darfur. A total of USD 13M is projected to be distributed starting in August 2026, with payments made monthly through May 2027. Cash will be distributed in Sudanese Pounds (SDG).

The cash transfer program supports local economic recovery by circulating funding within crisis-impacted and nearby markets, while allowing project participants the dignity to purchase the items that best meet their individual needs.

2.3 Geographic Locations

CRS has identified North Darfur (Tawila, Melit, Kutum, Tina, Um Baru, Dar As Salam, Kabkabiya, As Serief, and Saraf Omra localities) and East Darfur (El Daein, Yassin and Shia'ria localities) as immediate target locations under this RFP. The target localities within the states may shift depending on need and access. However, it is important to take note that not all locations may be covered during the duration of the proposed contract, and other areas may be added as necessary should additional resources become available, depending on need and access permitting.

CRS Sudan will consider local, regional, and national financial service providers to respond; small-scale, localized financial service providers serving hard-to-reach and disaster-impacted locations are strongly encouraged to apply.

State	Locality
North Darfur	Tawila
	Melit
	Kutum
	Tina
	Um Baru
	Dar As Salam
	Kabkabiya
	As Serief
	Saraf Omra
East Darfur	Ad Duyn (El Daein)
	Shia'ria
	Yassin

2.4 Objectives and Scope

The objective of the CRS Rapid Multi-sector Life Saving Response in North Darfur and East Darfur project is to enable the population experiencing an ongoing crisis in Sudan to meet their acute humanitarian needs and reduce life-threatening risks through rapid response and assistance delivery, including facilitating the affected population's access to cash to meet their immediate acute needs.

CRS is seeking one or more Financial Service Providers (FSP) to plan, facilitate, and manage direct cash distribution in the above-mentioned geographical locations. Cash will be distributed in Sudanese Pound (SDG). Distribution is expected to run concurrently in East Darfur and North Darfur states. Additional geographical area coverage may be added depending on the availability of additional resources, population needs, and access permitting.

Interested FSPs should be able to manage these cash distributions in line with the following general requirements. Specific requirements are to be detailed in the agreement.

- a) The FSP(s) will have the capacity to mobilize physical cash, in Sudanese Pounds, equivalent to approximately USD 1.4M every month, and make monthly direct payments, to project participants concurrently in East Darfur state (6,290 participants) and North Darfur state (6,290 participants).
- b) The FSP(s) must be able to accommodate bulk transfers for payment up to 4,000 project participants in one distribution and complete the distribution within a maximum of 5 days.
- c) The FSP(s) will have the ability to cover at least one or more of the above-mentioned localities within the specific state and be able to move and deliver cash on their own and provide payments to the final project participant in remote administrative units of the mentioned localities.
- d) The Financial Service Provider(s) will demonstrate the ability to and assume sole responsibility for the security of cash and their staff during the movement and distribution of cash until the cash is transferred to the project participant. This will include FSP(s) having adequate insurance to mitigate risks associated with cash movement and handling.
- e) The Financial Service Provider(s) may decide to bid for both states or one of the states based on the FSP(s) capacity to meet the requirements for the cash distribution.
- f) The FSP(s) will make transfers directly and only to project participants on the approved Distribution List provided by CRS Sudan within seven days of notification and in safe, secure, and dignified manner and without putting the recipients at risk of harm. No transfers to other persons will be accepted by CRS Sudan for reimbursement to the service provider(s).
- g) The service providers will transfer the amount specified by CRS Sudan in the Distribution List in Sudanese Pound (SDG) to each project participant. No over-payment by the service provider (s) to any project participants will be reimbursed by CRS Sudan.
- h) The FSP will be able to transfer the cash to project participants in a timely manner in line with agreed distribution schedules and within 7 days of payment request submission by CRS and confirmation by the FSP.
- i) The FSP will put in place adequate mechanisms to verify the correct identity of the individual receiving the cash transfer. This is applicable at the point of distribution.

- j) The service provider(s) will charge an agreed service fee, at the time of contracting, to CRS Sudan for the actual transfers made to registered program participants. Apart from the agreed service fee, CRS Sudan will not be charged for any other costs incurred by the service provider(s).
- k) The service provider(s) will assume sole and entire responsibility for the security of the cash until it has been transferred to the registered program participant. The proposed distribution process should include adequate security measures to prevent fraud, misuse, or theft, including adequate insurance to mitigate risks associated with the cash distributions.
- l) The service provider(s) will assume sole and entire responsibility for the transport, logistics, and security of the transfer of the cash to the program participants.
- m) The service provider(s) will assume sole and entire responsibility for all the planned and unforeseen costs of the cash transfer process to the program participants.

2.5 Payment Mechanism:

The FSP must be able to make physical cash distributions to program participants in Sudanese Pounds (SDG). The FSP may suggest various methods to do so in their proposal.

Currency of transfer

CRS will send payments to the FSP in US Dollars (USD), and the FSP will disburse funds to project beneficiaries in Sudanese Pounds (SDG). CRS will provide a list of beneficiaries with the amount to transfer to each beneficiary household head indicated in Sudanese Pound (SGD) for FSP invoicing.

Exchange Rate

Using the prevailing Bank of Khartoum exchange rate at the time of distribution, CRS will pay the FSP the equivalent amount in USD.

2.6 Contract Award:

CRS intends to make one or more awards based on the criteria set out in this Scope of Work. Submission of a proposal does not guarantee the award of a contract. CRS reserves the right to reject any or all proposals received and to cancel this RFP at any time. Contracts, if awarded, will be issued for an initial 2-year term, with the potential for extension depending on performance and need. For each distribution, CRS will develop a separate Scope of Work as an annex to the agreement to provide details for that distribution. This will be signed by both CRS and the FSP focal person before confirming the distribution and processing of the fund transfer to the FSP.

Please move to:

- **Component III: Questionnaire – Technical Proposal**
- **Component IV: Questionnaire – Financial Proposal**

--- END OF COMPONENT II ---

Component III: Questionnaire – Technical Proposal

Please take note of the following before submitting the proposal:

- **Do not include financial information in the technical proposal!**
- The technical proposal must address the following criteria listed in this sheet to be considered.
- The bidder may provide their responses directly in this document or attach a separate document.
 - If a separate document is used for the technical proposal, the answers should be clearly marked to which items they refer.
- Questions may be directed to sudan.rfgs@crs.org.

Item No.	Category	Minimum Service Requirements	Complete
Section 1: Organizational Overview & General Information			
1.1	Service Name	Provide contact information (full name, address, country, telephone, email addresses, website, other focal points).	<input type="checkbox"/>
1.2	Licensing & Registration	Provide your current business license .	<input type="checkbox"/>
1.3	Tax Regulation	Provide a certificate of compliance with tax regulations.	<input type="checkbox"/>
1.4	CRS Code of Conduct	Supplier confirms that it accepts and is willing to abide by the CRS Supplier/Service Provider Code of Conduct as stated in <u>Annex 1</u> of this solicitation.	<input type="checkbox"/>
1.5	Organizational Overview	Provide an overview of services provided , including: <ul style="list-style-type: none"> a) Number of staff by location, b) geographic areas covered, and c) number of branches/agents by location, region, or zone, and years in 	<input type="checkbox"/>

		business.	
1.6	Brochure, Catalog, and Booklet	Attach brochures, catalogs, and booklets that illustrate the service provider's functions (if available).	<input type="checkbox"/>
1.7	Past Experience & References	Describe past experience with I/NGOs, Government Agencies, UN and/or other international organizations delivering similar services: <ul style="list-style-type: none"> a) Explain who you worked with, the nature of the program, scale, geographic locations, and payment mechanism used. b) Include a list of references from each organization and current contact information. c) Attach any certifications, accreditations, or industry affiliations that your organization possesses that are relevant to this project. 	<input type="checkbox"/>
Section 2: Fund Transfer Process			
2.1	Fund Transfer and Payment Process	<ul style="list-style-type: none"> a) Describe the proposed payment mechanism and fund transfer process from CRS to Beneficiary in a step-by-step manner, or with flow charts and supplementary information to describe the process. b) Describe the timeline for disbursements. How many days' notice is needed to enact payments? c) Is your organization able to make bulk transfers to multiple beneficiaries simultaneously? d) How many beneficiaries can receive payments in one day, week, and month? e) What specific types of ID are accepted for beneficiaries to access funds? 	<input type="checkbox"/>
2.2	Account balance and transaction volume limitations (Corporate Account)	Describe all funds transfer monetary limits. <ul style="list-style-type: none"> a) Is there a monetary ceiling for individual transfer amounts? 	<input type="checkbox"/>

		<ul style="list-style-type: none"> b) Is there a monetary ceiling for withdrawal amounts per beneficiary? c) Is there a total monetary ceiling for daily transfers? d) Is there a limit on the number of daily transfers? 	
2.3	Security of Funds	<p>Please explain the operational controls in place for the following.</p> <ul style="list-style-type: none"> a) Describe processes and policies for the security of funds once CRS has transferred money to your organization. b) Are CRS funds held in a segregated account, or co-mingled with other funds? c) Mechanisms and controls to mitigate beneficiaries' ability to receive payments multiple times in the same distribution. d) How are incorrect transfers handled (e.g., to the wrong recipient or incorrect amount)? e) How are transaction failures handled? 	<input type="checkbox"/>
2.4	Reporting	<p>Describe all current and previous-day reports available through your organization and the system you are proposing.</p> <ul style="list-style-type: none"> a) What information is included in the report? b) Is CRS able to generate reports, or does your organization generate reports for CRS? c) Frequency at which reports can be generated and made available to CRS. d) Describe how reports on successful and unsuccessful transactions are generated and sent to CRS. e) Can your organization or payment system produce a monthly account statement for CRS? f) Is data exportable to formats compatible with other software, such as Excel, Power BI, or Tableau, for further analysis and visualization? 	<input type="checkbox"/>

2.5	Real-Time Information	<p>a) Is real-time information on balances and transactions available?</p> <p>i. If so, provide examples of the executive dashboard that tracks cash distribution in USD and the type of real-time updates available.</p> <p>ii. If not, specify the frequency and timing of same-day information updates.</p> <p>b) How is the information accessed once ready?</p>	<input type="checkbox"/>
2.6	Transaction Tracking Capabilities	<p>a) How are beneficiaries/beneficiary accounts pre-verified before payment is made, and the information provided to CRS once payments are made?</p> <p>b) Provide a sample transaction statement.</p>	<input type="checkbox"/>
2.7	Reconciliation	<p>a) What is the reconciliation process for payments?</p> <p>b) Explain the process for the return of funds not received or collected by beneficiaries.</p> <p>NOTE: Please reference specific documents in the reconciliation process!</p>	<input type="checkbox"/>
Section 3: Payment Product Details: End User (Payee/Beneficiary)			
3.1	Beneficiary Registration	<p>a) Explain what beneficiary onboarding is required, how this would be done, and where.</p> <p>b) Explain how you would be able to adapt to a changing number of beneficiaries (i.e., a rapid increase in the number of program participants).</p>	<input type="checkbox"/>
3.2	Receipt of Funds	<p>a) Explain how beneficiaries will be notified of payments.</p>	<input type="checkbox"/>
3.3	User Account and Know Your Customer Requirements	<p>Explain:</p> <p>a) Whether beneficiaries are required to have an account with you to receive payments.</p>	<input type="checkbox"/>

		<ul style="list-style-type: none"> b) If an account is required, what are the requirements for account opening and activation? c) Process for enacting payments to non-account holders. d) Process for enacting payments for unregistered beneficiaries. e) What specific types of ID are accepted for beneficiaries to register an account (be as specific as possible). 	
Section 4: Distribution			
4.1	Coverage Area and Distribution Network	<p>Geographic coverage and service locations in East and South Darfur.</p> <ul style="list-style-type: none"> a) List all cash in/cash out access points (agents), locations, and number of staff/agents by location. If available, please attach a map with access points. b) List all Regions and zones you could cover under the project, based on the geographic locations in Component II. c) How many days do you need to deploy agents (and mention if/how this differs by location)? d) Explain if/how payments and services can be offered outside branches, if applicable. e) Explain how payments can be enacted with/without network connectivity, if applicable. 	<input type="checkbox"/>
4.2	Fund Transportation	How do you transport funds to the various coverage areas listed above?	<input type="checkbox"/>
4.3	Cash in/ Cash out Liquidity Controls	<ul style="list-style-type: none"> a) How is liquidity managed at the field level, especially at distribution points? b) Are there limits on the amount of funds that you are able to transport at one time? 	<input type="checkbox"/>
4.4	Recipient Verification	<ul style="list-style-type: none"> a) Explain the verification processes used to confirm the identity of cash recipients or their proxies during the distribution process. 	<input type="checkbox"/>

		a) In scenarios where formal ID documents are not available, what alternative methods do you employ to ensure the verification is secure and accurate?	
Section 5: Security & Internal Controls			
5.1	Field Security	Describe what measures you take to ensure the security of the cash while it is in transit and while at the distribution locations.	<input type="checkbox"/>
5.2	Data Protection and Privacy	Describe the process and policies you have for ensuring the privacy and security of beneficiary data/information involving their personal information and transactional history.	
5.3	Audit	a) Is an audit trail report available, showing all activity, by whom, and when? b) Provide samples of the audit trail and other available security reports.	<input type="checkbox"/>
5.4	Archived Information	a) How long is transactional information retained? b) What are your data retention and disposal policies?	<input type="checkbox"/>
5.5	Insurance	a) Are CRS funds insured for the receipt of cash through payment to beneficiaries? b) Explain if there is a deductible, and include the costs in the financial proposal .	<input type="checkbox"/>
Section 6: Service Relationship Management/Technical Support & Training			
6.1	Relationship Specific	Details on how the relationship will be managed with CRS: a) Describe the staffing structure for this project. b) Describe if an implementation manager and/or implementation team will be assigned to CRS. Describe the personnel assigned (e.g., position/title, location, experience).	<input type="checkbox"/>

		<p>c) Please describe how communication between CRS and your agency will be managed (e.g., mode of communication and frequency).</p> <p>d) Provide details on the service provider's customer service and support availability and standards.</p> <p>e) Discuss the resources (human and time) CRS is expected to commit.</p>	
6.2	Technical Support and Dispute Resolution	<p>Explain the service provider's support availability, monitoring, measurement, and reporting of technical support services.</p> <p>a) Please attach a copy of your Service Level Agreement (SLA), if available.</p> <p>b) Is technical support provided within the country? Describe the structure of your technical support team.</p> <p>c) During what hours is technical support available (specify time zones)?</p> <p>d) What is the process for complaint or issue resolution between CRS and your organization?</p> <p>e) What is the timeframe for resolving complaints or issues?</p>	<input type="checkbox"/>
6.3	Troubleshooting	<p>Explain the troubleshooting methods and solutions outlined for different scenarios:</p> <p>a) Beneficiaries with/without access to ID</p> <p>b) Beneficiaries with/without physical access to your locations.</p> <p>c) Who (CRS or FSP) is responsible for troubleshooting transaction problems encountered by beneficiaries?</p> <p>d) Explain the timeframe for complaint/issue resolution.</p> <p>e) Beneficiaries who do not collect their transfer.</p> <p>f) Explain how your organization will communicate any type of service disruption with CRS.</p>	<input type="checkbox"/>
6.4	Corporate Account KYC and	Does CRS need to have an account with the Service Provider for the project?	<input type="checkbox"/>

	Registration	a) If yes, describe the process for CRS to activate an account with the service provider, including the KYC process for CRS to complete.	
6.5	Other	Please share any other information you think is relevant to your proposal, including training, additional services, or alternative distribution methods.	<input type="checkbox"/>

Component IV: Questionnaire – Financial Proposal

- **Please include all financial information in the section below.**
- The financial proposal must be all-inclusive or clearly outline all potential costs for the services described in Component III. Additional costs, fees, or charges not described in the financial proposal will not be accepted by CRS.
- Questions may be directed to sudan.rfgs@crs.org.

Section 1: Financial Proposal - Costing Structure & Fees																		
1.1	Costing Structure	<p>Provide a comprehensive price list in United States Dollars (USD) for distributions described in Component II (SoW) to the locations in the table below.</p> <p>Categorize each price as one-time, monthly, quarterly, annual charges, or transaction-based charges.</p> <p>If fees vary by location, please specify by denoting charges for each location.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 30%;">State</th> <th>Locality</th> </tr> </thead> <tbody> <tr> <td rowspan="9" style="text-align: center; vertical-align: middle;">North Darfur</td> <td>Tawila</td> </tr> <tr> <td>Melit</td> </tr> <tr> <td>Kutum</td> </tr> <tr> <td>Tina</td> </tr> <tr> <td>Um Baru</td> </tr> <tr> <td>Dar As Salam</td> </tr> <tr> <td>Kabkabiya</td> </tr> <tr> <td>As Serief</td> </tr> <tr> <td>Saraf Omra</td> </tr> <tr> <td rowspan="3" style="text-align: center; vertical-align: middle;">East Darfur</td> <td>Ad Duyn (El Daein)</td> </tr> <tr> <td>Shia'ria</td> </tr> <tr> <td>Yassin</td> </tr> </tbody> </table>	State	Locality	North Darfur	Tawila	Melit	Kutum	Tina	Um Baru	Dar As Salam	Kabkabiya	As Serief	Saraf Omra	East Darfur	Ad Duyn (El Daein)	Shia'ria	Yassin
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1.2	Additional Charges	<p>Are there any costs or fees for additional services (e.g., training, logistics, materials) not detailed above? If yes, please provide details.</p>																

1.3	Volume Discounts	Please describe any volume-based discounts, or stepped pricing, that you may offer for your services.
1.4	Foreign Exchange (FX) Rates	Please describe how currency will be converted from USD to SDG, including the rate of exchange, how that rate is determined, and when CRS will be notified of the rate.

---END---

Annex A: CRS Supplier Code of Conduct

SUPPLIER / SERVICE PROVIDER CODE OF CONDUCT

[Catholic Relief Services \(CRS\)](#) has committed to the principles of responsible sourcing, as inspired by the [United Nations Global Compact Initiative](#), the [United Nations Guiding Principles and Human Rights](#), the [International Labour Organization's Declaration on Fundamental Principles and Rights at Work](#), [ETI Base Code](#), and applicable [CRS' Policies, Procedures and Standards](#). We require our suppliers, service providers, vendors, and consultants (which are referred to as “Suppliers” in this code) to fully follow and adhere to the applicable contractual obligations that include CRS terms and conditions, local and relevant/otherwise applicable laws, and internationally recognized environmental, social, and corporate governance standards. We also require our suppliers to implement these standards with their suppliers and subcontractors.

Suppliers must:

a. ENVIRONMENT

- Follow all applicable environmental, health, and safety regulations.
- Promote the safe and environmentally sound development, manufacturing, transport, use, and disposal of their products.
- Ensure, by using proper management policies and procedures, that product quality and safety meet the applicable requirements.
- Protect the life and health of its employees, the communities in which they work, and the public at large against hazards inherent in their processes and products.
- Use resources efficiently, apply energy-efficient and environmentally friendly technologies, and reduce waste, as well as emissions to air, water, and soil.

b. SOCIAL

- Prohibit all forms of harassment, sexual harassment, [exploitation and abuse](#), including sexual exploitation and abuse, and [trafficking in persons](#).¹ All sexual activity with a child, defined as person under the age of 18 years, is considered sexual abuse regardless of local age of consent.
- Have mechanisms in place to actively prevent, address, and respond to harassment, sexual harassment, exploitation and abuse, including sexual exploitation and abuse, and trafficking in persons.
- Support the protection of internationally proclaimed human rights and prohibit forced, bonded, and involuntary labor and child labor.
- In alignment with International Labor Organization (ILO) standards on child employment:
 - Children under age 13 may not be employed for any type of work. [Or age 12 if specified by national law.]
 - Children under the compulsory schooling age, and no younger than 13, may be employed for “light work”, i.e. casual tasks appropriate for their age and physical and mental/emotional development, following limits to working hours and required minimum wage as prescribed by national law, and provided that the work is not physically dangerous/hazardous, it does not interfere with their health and development, schooling, or moral development
 - Children 15 or older may be employed in “regular work”, provided that the work is not physically dangerous/hazardous, it does not interfere with their health and development, schooling, or moral development, and the work follows limits to working hours and required minimum wage as prescribed by national law, and all local and national labor laws. [Or age 14 if specified by national law.]
 - No child under 18 years may be employed for work that is likely to jeopardize the health, safety,

or morals of young people.

- Treat employees with dignity and respect and supply a workplace that is safe and hygienic, complies with national laws, and is free from discrimination based on race, gender, age, religion, sexuality, culture, or disability.
- Provide accessible and confidential reporting mechanisms for employees and other stakeholders to report concerns or suspicions of any forms of discrimination, harassment, abuse, and exploitation described above and potentially unlawful practices by management or employees.
- Commit to protecting reporters or whistleblowers from retaliation.
- Uphold the freedom of association and the right to collective bargaining as set out within applicable laws.
- Ensure wages and working hours meet national legal standards.
- Where required, and as described under CRS' [Partner Safeguarding Policy & Procedure](#), commit to ensuring mitigation measures are put in place to support the safety of programming.

c. GOVERNANCE

- Abide by all applicable national and international trade laws and regulations including but not limited to antitrust, trade controls, and sanction regimes.
- Consider business integrity as the basis of business relationships.
- Prohibit all types of bribery, corruption, money laundering, and terrorism financing.
- Forbid gifts to private or public officials that aim to influence business decisions or otherwise encourage them to act contrary to their obligations.
- Respect the privacy and confidential information of all their employees and business partners as well as protect data and intellectual property from misuse.
- Have data protection and managements standards in place that address data collection, safeguarding, sanitation, and disposal. As part of this requirement, suppliers agree to follow the data provision terms and conditions as set forth in [CRS' Responsible Data Values and Principles](#).
- Implement policies and procedures that facilitate compliance with applicable laws, regulations, and standards.

Because CRS is a recipient of numerous grants or contracts provided by governmental, public, and private donors, all suppliers are hereby notified that additional donor-specific compliance measures are included in the legal instrument through which goods or services are procured.

CRS reserves the right to conduct due diligence audits or assessments to ensure your compliance and will take reasonable steps to investigate or otherwise take appropriate action to address concerns. CRS reserves the right to terminate any relationship for non-adherence to the above-mentioned requirements.

Concerns or suspicions of any forms of harassment, abuse, exploitation, and illegal or improper conduct must be reported through the channels described at www.crs.org/hotline.

Ensuring the principles of sustainable development in our supply chain is important to CRS, and that is why we require suppliers to fulfill the requirements in this Code of Conduct. In accepting business from CRS in the form of a purchase order, contract, or agreement, you are implicitly accepting your organization's obligations in this document.

¹ Refer to CRS' [Policy on Safeguarding](#) for further details on prohibited exploitative conduct, including procurement of commercial sex, employment practices, and relationships with program participants and community members that are exploitative or abusive.