



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: [04/11/2024]

REQUEST FOR EXPRESSION OF INTEREST (REOI): No. REOI/HCR/NWS/2024/001

FOR FINANCIAL SERVICES PROVIDERS (FSP) FOR DELIVERY OF CASH-BASED INTERVENTIONS (CBI) FOR UNHCR IN [North-west Syria]

CLOSING DATE AND TIME: [29/11/2024] – 23:59 hrs CET

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on 14 December 1950 by the United Nations General Assembly¹, intends to prequalify financial services providers (FSPs) for the delivery of cash-based interventions (CBI) for UNHCR in North-west Syria (NWS).

This is an invitation for FSPs to express interest in supplying the above-mentioned services. The purpose of this REOI is to identify suppliers with verified technical and financial capacity to provide financial services. Eligible FSPs will be invited to participate in the bidding process for the proposed tender. Eligibility to participate in the proposed tender will be determined by UNHCR based on demonstrated technical expertise in relation to the required financial services and their knowledge and expertise across the globe or specific regions.

UNHCR invites all interested FSPs to carefully read and follow the instructions described below.

1. REQUIREMENTS

UNHCR is requesting the engagement of a Financial Service Provider to establish a platform and mechanisms that will facilitate UNHCR cash interventions in NWS to support **approximately 2000 households** of the following population groups:

1. Internally displaced population
2. IDP returnees
3. Vulnerable host communities
4. Refugee Returnee

The financial delivery service will be established and tested prior to implementation. This platform will be used for all cash-based intervention programmes in NWS.

The FSP will be required to provide the following services:

- Verification of and issuance of UNHCR cash assistance to authorised eligible beneficiaries.
- Establishment of a platform to track the distribution and encashment of assistance.

¹ For further information on UNHCR, please see <http://www.unhcr.org>.

- Transaction recording and platform integration to ensure that all transactions are accessed and monitored by UNHCR.
- Delivery of cash assistance to authorised beneficiaries in USD notes.

The FSP will have the following obligations:

- (a) Development and maintenance of UNHCR dedicated platform within the FSP systems and processes.
- (b) Availability to provide technical support to UNHCR and partners.
- (c) Ability to have systems integration with UNHCR systems via API or SFTP.
- (d) FSP shall ensure the full transaction recording, audit trails, and reporting.
- (e) FSP has service hotlines for complaints, feedback and technical support for beneficiaries.
- (f) FSP shall carry out all the maintenance needed for both hardware and software, such as replacement of POS devices, slip printers, upgrading the software to the latest version, making sure all equipment are working up to the best standards.

It is a preeminent requirement of UNHCR to protect the confidentiality and security of the people under its protection. Therefore, services and proposed transfer mechanisms must be aligned with the UNHCR policy on the protection of personal data of individuals under its mandate and should reflect the rules and processes that allow the encryption of beneficiaries' data. Where national Know-Your-Customer (KYC) legislation requires disclosure of personal data and identification of beneficiaries, FSPs are asked to specify whether an exception to these rules can be obtained from the authorities.

The FSP must have in place appropriate data protection policies or be able to put in place policies, including:

- The encryption of any database providing details on the beneficiaries.
- The policy for handling and management of personal data.
- Sharing and access to data in accordance with the UNHCR Policy on the Protection of Personal Data

In addition to the Frame Agreement signed by UNHCR with the FSP, the UNHCR data protection agreement will be signed between the two parties. In the event where the service provider would subcontract a third party to provide its services, this third party will be also held accountable to the same data protection agreement.

The FSP must maintain an up-to-date information security policy that is in line with the UNHCR policy on the protection of personal data.

Geographical location: The contractor should have access to all areas in North-west Syria in both Aleppo and Idlib. The contractor also shall ensure that a sufficient number of agents are operational in the area allocated by UNHCR for CBI interventions. The contractor shall ensure that all agents shall be staffed by a sufficient number of personnel of the Contractor to enable cash delivery.

2. INSTRUCTIONS:

2.1 FSP REGISTRATION

For Registered FSPs: If your company has already been registered with UNHCR during the last three years, you do not need to re-register. However, you must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with your application are up to date.

For FSPs not yet Registered: Suppliers not yet registered with UNHCR are asked to duly create a profile in the [UNHCR Supplier Portal](#) (download the supplier portal manual) and

attach a copy of their certificate of registration, bank statement or letter of confirmation from the bank demonstrating ownership of bank account declared (including Account number, IBAN, SWIFT code).

IMPORTANT:

Any false, incomplete, or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

2.2 QUALIFICATION PROCESS

Interested FSPs should provide the below information:

2.2.1 Company / Organization’s Background Information:

- Contact person, title:
- Tel./E-mail of contact person:
- Registration with UNGM Yes No UNGM No.
- Type of Business (money transfer agent, private sector...etc)
- Services proposed/provided:
- Additional company/organization background information: [If applicable, insert not more than 100 words]

2.2.2 Qualification documents:

Interested FSPs should provide information, demonstrating that they have the required qualification, expertise, and relevant experience to perform the services.

Your application must meet the following minimum requirements:

Please indicate in your response whether you are able to comply with these requirements in your expression of interest.		
Organizational Structure and Experience		<u>Information requested</u>
1	Number of years of experience in the distribution / disbursement of cash for businesses or government agencies	Number of years (minimum three (3) years). The payment of wages, pension, or other regular compensation on behalf of businesses or government institutions can be listed here.
2	Similar projects currently being conducted or completed over the past three (3) years.	Completed project details (name(s) of the client(s), specific geographical area(s) - territories and municipalities, types of service provided, number of individual beneficiaries). Provide details on projects implemented in geographical areas of interest to UNHCR as described in Annex A, or those implemented for the benefit of other agencies of United Nations or non-governmental organizations.
3	Geographical coverage	Geographical areas currently covered and areas that may be covered under this project. As detailed as possible, list the district, sub-district and covered communities in UNHCR’s areas of interest as specified in Annex A.
4	Company Registration	Documents to include: <ul style="list-style-type: none"> • Document (s) for registration of the company with the

	Documentation	<p>relevant national authorities.</p> <ul style="list-style-type: none"> • Document(s) for registration of the company with the relevant national tax authorities. • Licenses required for operation, as mandated by regulatory bodies
5	Company Financial Documentation	<p>Documents to include:</p> <ul style="list-style-type: none"> • Financial reports of the company for the past three (3) years. • Audit reports of the company for the past three (3) years. • Documents attesting to the financial situation: financial health, credit rating.
6	UNHCR Supplementary Agreement on the Protection of Personal Data	Acknowledgment to sign UNHCR Supplementary Agreement on the Protection of Personal Data.
7	UNHCR General Conditions of Contract for the Provision of Goods and/or Services- 2018	Acknowledgment to accept the UNHCR General Conditions of Contract for the Provision of Goods and/or Services- 2018 and Payment Terms. See Annex B.
8	UNHCR Code of Conduct for FSPs	Acknowledgment to accept the UNHCR Code of Conduct for FSPs. See Annex C.
9	Response Capacity	<p>Number of individuals/households that you are able to respond to and within how many days.</p> <p>Identity documents required by beneficiaries to access FSP services.</p> <p>Ability to provide services to beneficiaries without any documentation.</p>

Prices are not required at this stage.

The cost of responding to this REOI is to be entirely born by the FSPs, whether they will be prequalified or not, and whether they will be invited or not to participate in further bidding procedures.

IMPORTANT:

Only FSPs meeting UNHCR registration criteria and whose services have been approved by UNHCR will be invited to participate in the formal bidding process.

3. REOI SUBMISSION:

Interested FSPs should send the required **qualification documents** and proceed with their registration on the [UNHCR Supplier Portal](#), if not yet registered, by no later than 29/11/2024, **23:59 hrs CET by e-mail² ONLY to: [\[turansup@unhcr.org\]](mailto:turansup@unhcr.org).**

² If the REOI has to be sent in print format, please provide relevant details, contacts and address

UNHCR will evaluate expressions of interest based on the submitted documents and will only invite those FSPs which UNHCR considers capable to meet UNHCR's requirement to make an offer. UNHCR may visit the offices/premises of the FSPs submitting their expression of interest as part of its activity to pre-qualify suppliers.

Please note that this notice does not constitute a tender. UNHCR reserves the right to change or cancel this REOI at any time and to conduct reference checks on your company.

Queries on this REOI may be addressed to awadalla@unhcr.org.

Please be aware of the fact that the e-mail policy applied by UNHCR limits the size of attachments to a maximum of **[20] Mb** per e-mail.

Please indicate in the e-mail subject field:

- REOI/HCR/NWS/2024/001
- Name of your company
- Number of e-mails that are sent (example: 1/2, 2/2).

Issuing UNHCR Office

UNHCR Cross Border Operation, Türkiye

Full name and title

Oliver Smith, Senior Operations Coordinator

Contact Address

smithol@unhcr.org

Signature and Date
