



Call for Tender

E-Cash System Implementation SOS Children's Villages Lebanon



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1.1 Background Information

SOS Children's Villages International is a non-governmental organization (NGO) that focuses on providing long-term care and support to vulnerable children. The organization operates in 139 countries worldwide, working to prevent child abandonment, provide alternative care options, and support family strengthening initiatives.

SOS Children's Villages Lebanon is a non-governmental, non-profit social development national association and a member of the International Federation of the SOS Children's Villages (SOS CV). The association was established in 1964 in Lebanon and actively collaborates with governmental and non-governmental organizations to advocate for the rights of socially vulnerable children and the well-being of their families.

SOS Children's Villages mission is to build families for children in need, help them shape their own futures, and contribute to the development of their communities. The organization aims to provide a loving and supportive family environment for every child, ensuring their rights and well-being are protected.

Programs and Services: SOS Children's Villages Lebanon offers a range of programs and services, including:

1. **SOS Children's Villages:** These are family-like homes that provide a nurturing home environment for children who have lost or are at risk of losing parental care. Children live in SOS Children's Villages with SOS mothers and siblings, receiving comprehensive support for their physical, emotional, and educational development.
2. **Family Strengthening Programs:** SOS Children's Villages International works to prevent child-family separation by supporting at-risk families within their communities. These programs provide access to healthcare, education, vocational training, and social support, enabling families to stay together and thrive.
3. **Youth Empowerment:** As children grow older, SOS Children's Villages offers support and guidance to youth transitioning from alternative care to independent adulthood. Through vocational training, life skills development, and mentorship programs, they aim to empower young people to become self-reliant and active contributors to society.
4. **Advocacy and Policy Influence:** The organization engages in advocacy efforts to raise awareness about the rights and needs of vulnerable children and families. They work with governments, international organizations, and other stakeholders to shape policies and practices that promote the well-being and protection of children.

SOS Children's Villages Lebanon implements various programs in order to support target group beneficiaries in the following locations:

Alternative Care Services: Bhersaf Village, and Ksarnaba Village

Youth Empowerment & Semi-Independent Living: Jbeil: Semi-independent living (Youth house for boys aged between 14 and 18), and Jal el Dib: Semi-independent living (Youth house for girls aged between 14 and 18)

Family Strengthening Programme: In Bekaa, and Beirut

1.2 Purpose

SOS Children's Villages in Lebanon is embarking on a transformative journey to shift entirely to an E-Cash transfer system for our Family Strengthening Program (FSP) families and all facilities. This transition aims to move away from cash payments directly to families and endorse modern payment tools and solutions to better support our beneficiaries. We are seeking qualified and experienced financial support providers to handle the E-Cash assistance process for our beneficiaries, covering their various needs.

1.3 Scope of Work

The selected vendor will be responsible for the following:

1. Designing and implementing an E-Cash transfer system tailored to the needs of SOS Children's Villages in Lebanon and its beneficiaries.
2. Providing secure and efficient E-Cash transfer solutions for disbursement of financial assistance to FSP families and facilities.
3. Developing user-friendly interfaces and mobile applications for beneficiaries to access and manage their funds.
4. Ensuring compliance with regulatory requirements and data security standards.
5. Providing comprehensive training and support to SOS Children's Villages Lebanon staff and beneficiaries.
6. Implementing robust monitoring and reporting mechanisms to track the effectiveness and impact of the E-Cash system.

1.4 Qualifications and Requirements

Interested bidders must meet the following eligibility criteria:

1. Demonstrated experience in implementing E-Cash transfer systems, preferably in humanitarian or social development contexts.
2. Technical expertise in financial technology solutions, including electronic payment processing and mobile banking.
3. Compliance with all relevant legal and regulatory requirements.
4. Financial stability and capability to handle the volume of transactions required by SOS Children's Villages in Lebanon.

Submission Requirements:

Proposals must include the following:

- 1- Detailed description of the proposed E-Cash transfer system, including technical specifications and features.
- 2- Pricing structure, including all applicable fees and charges.
- 3- Company profile highlighting relevant experience and qualifications.
- 4- References from previous clients.
- 5- **All bids must be submitted in sealed envelope showing the project name, bidder's name, phone number and email to the following address:
Beirut, Sin El Fil, Monseigneur Shebli street, SOS building, 3rd floor.
Note that all pages should be stamped and signed.**

Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Cost-effectiveness
- Coverage options
- Claims processing
- Customer service
- Company reputation



2.1 Terms and Conditions

2.1.1 Terms of Agreement

- Duration of the Agreement:

- The initial term of the agreement shall be for a period of three (3) years commencing from 01/05/2024. The agreement may be extended for additional one-year terms upon mutual agreement by both parties, provided that a notice of intent to renew or non-renew is given at least 60 days prior to the expiration of the current term.

- Termination Clauses:

- Either party may terminate this agreement with written notice to the other party in the event of a material breach by the other party, provided the breaching party fails to cure the breach within 30 days of receiving notice.
- The agreement may also be terminated by either party for convenience with 90 days' written notice to the other party. In such cases, the terminating party shall not be liable for any termination fee.
- In the event of termination for any reason, both parties agree to cooperate in the orderly transition of services to ensure minimal disruption to insured individuals.

2.1.2 Compliance and Regulations

- Licensing and Certification:

- The service provider shall maintain all necessary licenses and certifications to operate as an Finance service provider in Lebanon. The provider shall provide proof of these licenses upon request.

- Regulatory Compliance:

- The Finance service provider shall comply with all laws and regulations applicable to the provision of finance services.

- Data Protection:

- The provider shall implement appropriate data security measures to safeguard sensitive and personal data in accordance with Data Protection Laws. Any breaches of data security shall be promptly reported to the organization, and the provider shall cooperate fully in addressing such breaches.

- Reporting and Auditing:

- Both parties shall regularly submit financial reconciliation reports as required by applicable regulations.

2.1.3 Confidentiality

- Confidential Information Definition:

- "Confidential Information" refers to any information, whether in written, verbal, electronic, or other form, that is not publicly available and is of a confidential or proprietary nature. This includes, but is not limited to, employee records, financial data, business plans, and any information designated as confidential by the organization.

- Non-Disclosure Agreement:

- The Finance service provider shall sign a separate Non-Disclosure Agreement (NDA) to ensure the confidentiality of sensitive data.

- Data Security Measures:

- The insurance provider shall employ encryption, access controls, and data segregation to protect confidential information.

- Data Breach Response:

- The provider shall have documented procedures for reporting and addressing data breaches, including a requirement to promptly notify the organization and any affected individuals in the event of a data breach.

3.1 Submission of Proposals

3.1.1 Proposal Format

Cover Page:

- Title: Finance service provider Proposal
- Name and logo of the Finance service provider
- Contact information (address, phone, email)
- Date of submission
- Tender reference or identification number

Table of Contents:

- A list of sections and subsections with page numbers for easy reference.

Executive Summary:

- A concise overview of the Finance service provider proposal.
- Highlight the key benefits and unique selling points.



Introduction:

- Briefly introduce your company and its background.
- State the purpose and scope of the proposal.

Proposed Finance service:

- Outline the services your company is offering.
- Specify options, including types of services

Pricing and Cost Structure:

- Detail the pricing structure for the Finance service provider.
- Include any other relevant costs.
- Provide information on payment terms and billing procedures.

References and Case Studies:

- Include references from satisfied clients, if available.
- Share relevant case studies or success stories.

Compliance and Regulatory Information:

- Ensure that you meet all relevant legal and regulatory requirements.
- Include information about licenses, certifications, and compliance with industry standards.

Terms and Conditions:

- Clearly outline the terms and conditions of the services being offered.
- Address cancellation policies, renewals, and any other contractual terms.

3.1.2 Contact Information:

- Provide contact information for inquiries or clarifications.

4.1 Tender procedure schedule

The call for tender will be launched from the 15/03/2024 to 29/03/2024. Tender submission and schedule of the work are as follows.

Launch of the Tender	15/03/2024
Close of the Tender	29/03/2024
Evaluation of received tenders and selection of the awarded Tender	03/04/2024
Pre-submission meeting can be held at the National office to address any questions and concerns regarding the tender.	21/03/2024

5.1 Contact Person

Information and any question regarding the tender should be submitted to:

SOS Lebanon – **Finance & Controlling Manager** – Rana Dbouk – rana.dbouk@sos.org.lb

and

SOS Lebanon – **Senior Accountant** – Salwa Farah – salwa.farah@sos.org.lb