

**Request for Proposal (RFP) -
For the Provision of Global Payment Solutions and
Cash and Voucher Data Management Services
Ref. N°. CRS RFP US8574.07.2024**

Amended on April 11 and April 28, 2025. See Amendment Notifications attached for important details.

Dear Sir or Madam,

Catholic Relief Services (CRS) seeks to identify one or more service providers that will be responsible for the provision of global payment solutions to CRS program participants and/or data management services for CRS' cash-based programs at a global scale.

These global payment solutions and data management services support and enable CRS country programs and global emergency response teams to provide humanitarian assistance through cash transfer programs.

CRS will consider responses from regional and international service providers; those specializing in serving remote and hard-to-reach locations are highly encouraged to apply. The attached RFP contains all the necessary information for interested Bidders.

CRS realizes that Bidders may have additional questions after reading this RFP. Questions may be submitted by email to Russell.harpring@crs.org, according to the instructions in the RFP. If necessary, CRS will provide answers to all relevant questions by email to all companies or organizations that expressed interest.

This RFP does not obligate CRS to execute a contract, nor does it commit CRS to pay any costs incurred in the preparation and submission of the proposals. Furthermore, CRS reserves the right to reject any and all offers, if such action is considered to be in the best interest of CRS.

Sincerely,

Russell Harpring
Supply Chain CVA Advisor
russell.harpring@crs.org

Request for Proposal (RFP) - For the Provision of Global Payment Solutions and Cash and Voucher Data Management Services Ref. N°. RFP US8574.07.2024

Contracting Entity: Catholic Relief Services - USCCB (CRS)

Address: 228 West Lexington Street, Baltimore, MD, 21201-3413, USA

E-mail address for queries: Russell.harpring@crs.org

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Component I: General Information

1.1 Introduction

Catholic Relief Services - United States Conference of Catholic Bishops (CRS), was established in 1943 and dedicates its efforts to aiding the impoverished and vulnerable across the globe. CRS provides emergency response and recovery programming to project participants in over 120 countries, and can set up operations within days of a disaster in almost any corner of the globe. To continue serving communities and people we work with, CRS is focusing on increasing its cash and voucher assistance (CVA) capabilities to further improve its readiness and effectiveness in responding to emergencies.

CVA has become a cost-efficient and effective form of humanitarian aid, totaling \$7.9 billion across the humanitarian sector in 2022¹. The growth of CVA highlights its capacity to not only meet immediate needs but also support economic recovery and inclusion by stimulating local markets. CRS has recognized the transformative impact of CVA and is actively integrating it into its strategic objectives to enhance emergency response and recovery programming. By committing to delivering \$1 billion in CVA by 2030, CRS aims to build its institutional cash readiness and enhance its capacity to deliver aid swiftly and effectively, thereby reinforcing its leadership in providing timely, dignified assistance to disaster-affected communities.

In alignment with its strategic goals, this tender aims to advance CRS' CVA capabilities through two key components: the Global Payment Solutions (GPS) and an effective data management system. The GPS are designed as global framework agreements to enable rapid distribution of cash assistance in diverse operational contexts, particularly where no preexisting agreements with FSPs are in place or existing FSPs cannot meet the current demand. Meanwhile, the data management system sought through this tender will support cash and voucher programs by facilitating high-quality programming through enhanced payment distribution, tracking, and reporting capabilities. This system should integrate seamlessly with existing data collection tools and payment mechanisms, streamlining operations to ensure secure, auditable, and time-effective management as CRS scales up its cash and voucher programs.

1.2 Deadline for Submission of Bids

CRS will accept and review proposals quarterly from **1st July 2024 – 30th June 2025**, as per the schedule below:

Quarterly Submission Periods

- Period 1:** 1st July – 31st August, 2024
- Period 2:** 1st October – 30th November, 2024
- Period 3:** 1st Jan – 28th February, 2025
- Period 4:** 1st April – 31st May, 2025

Proposals must be received before **23:59 (EST / UTC -5:00)** on each ending date. Bids received at the deadline will be reviewed in the subsequent period. No bids will be accepted after the 31st of May, 2025 at 23:59 EST. Bidders are responsible for ensuring that their proposals are received in accordance with the instructions stated herein.

¹ Development Initiatives, 2023. Global Humanitarian Assistance Report 2023. Available at: <https://devinit.org/resources/global-humanitarian-assistance-report-2023>

1.3 Submission of Bids

Proposals must be submitted by email during one of the submission periods specified in Section 1.2 and include the following documents:

- a Cover Letter,
- a Technical Proposal, and
- a Financial Proposal.

These documents must be submitted as separate attachments via email to:
Dumiso Siwawa at dumiso.siwawa@crs.org

Please note that email attachments must not exceed **20MB per message**. If multiple emails are necessary to send all attachments, label each email with either 'Technical Proposal' or 'Financial Proposal' followed by the sequence number of the messages (e.g., 1/2, 2/2).

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

1.4 Requirements

To be determined responsive, an offer must meet all the requirements in 1.4.A and include all the relevant information in 1.4.B (see below).

A. General Requirements

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

- Must accept and abide by the [CRS Supplier/Service Provider Code of Conduct](#);
- Must have not declared or be in the process of declaring bankruptcy;
- Have not been convicted for an offense concerning professional conduct;
- Have fulfilled obligations related to payment of government taxes and have documents showing tax compliance and legal business permit/license;
- Are not in situations of conflict of interest (e.g., with primary relationship to family or business relationship to parties on the tender committee or any person in CRS);
- Have the capacity, operational personnel, and capital to provide the required services;
- 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, organization, or consortium
- 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)

ii. Technical Proposal

The technical proposal consists of a detailed response to **Component III: Questionnaire – Technical Proposal** for all Lots being proposed and a subsequent **Technical Presentation and Demonstration**.

Component III: Questionnaire – Technical Proposal is divided into separate worksheets. Bidders are asked to fill out each respective worksheet for the Lot(s) they are applying for. Bidders are required to answer all questions as they pertain to the organization's 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, including prices for deliverables or line items, be included in the technical proposal or presentation. Financial information must only be shown 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 for negotiation before the award of a contract. The financial proposal must include all costs associated with the design and implementation of the technical proposal. A **scenario-based financial assessment** is part of the proposal, which will be used to simulate programmatic and operational costs in a real-world situation.

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

1.5 Source of Funding

Any contract resulting from this solicitation may be financed by multiple donors and will be subject to donor regulations at the country or project level.

1.6 Questions about the RFP

Please submit any questions in writing to the RFP via email to Russell.harpring@crs.org by:

- Question Deadline for Period 1:** 31st July, 2024
- Question Deadline for Period 2:** 31st October, 2024
- Question Deadline for Period 3:** 31st January, 2025
- Question Deadline for Period 4:** 30th April, 2025

All questions will be answered in blind copy to all bidding organizations. Questions received from previous submission periods will be addressed in subsequent submission periods in the form of an addendum.

1.7 Validity Period

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

1.8 Evaluation and Basis for Award

One or more framework agreement(s) 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.

In evaluating proposals, CRS will use the following evaluation criteria to score the bidder's responses with respect to the Technical and Financial Proposals.

Component	Weight
Administrative Evaluation <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 respective deadline. 5. Offer is signed or stamped. 6. Offer meets the bid validity period (see Section 1.7). 	Pass/Fail
Technical Proposal Evaluation (see Component III) <ol style="list-style-type: none"> 1. Organizational Overview & General Information 2. Banking System & Information Reporting (Non-Electronic) 3. Payment Product Details: End User (Payee/Beneficiary) 4. Distribution 5. Security & Internal Controls 6. Service Relationship Management/Technical Support & Training 	50%
Technical Presentation and Demonstration <ol style="list-style-type: none"> 1. 60-minute presentation of platform and capabilities 2. 30-minute Q/A session with Bid Committee 	20%
Financial Proposal Evaluation (see Component IV) <ol style="list-style-type: none"> 1. Costing Structure & Fees 2. Scenario-based Cost Assessment 	30%
Total	100%

Bidders must pass the Administrative Review before advancing to the Technical and Financial evaluation. After passing the Administrative Review, a bid committee will evaluate proposals based on answers to the Technical Questionnaire and performance in the Technical Presentation and Demonstration, for their alignment with the Scope of Work. After this, Financial Proposals will be reviewed to find the most responsive proposals to this RFP.

Each lot and sub-lot will be evaluated separately. Service providers submitting a bid for any item in Lot 1 should note the additional specifications in Attachments 1 – 5 (see Scope of Work). If a service provider offers more than one delivery mechanism in Lot 1 (i.e., more than one sub-lot), then their proposal should reflect that and detail the specific aspects of each delivery mechanism.

1.9 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.

1.10 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.

Service providers should be aware that the use of services is determined by need at the country level. The establishment of a framework agreement as a result of this tender does not commit CRS to purchase from the supplier.

With the consent of the service provider, CRS may request that services be available for use by CRS Partner organizations. A CRS partner organization is an organization with which CRS has an active agreement in place at the time the services are rendered. Details of any such arrangement would be negotiated on an as-needed basis.

1.11 Protest

By submitting a response to this solicitation, Bidders understand that CRS donors are NOT a party to this solicitation. Bidders agree that any protest to this solicitation must be presented in writing with a full explanation of the Bidders concerns to CRS for consideration. At its sole discretion, CRS will make a final decision on the protest.

--- END OF COMPONENT I ---
