

Invitation for International Tender for Proposals
E-Voucher and Data Management Platform

Save the Children is the world's leading independent organization for children. We work in 120 countries. We save children's lives; we fight for their rights; we help them fulfil their potentials. We work together, with our partners, to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

Save the Children International Mozambique is inviting participation to this tender aiming to establish one or plus **Frame Work Agreement** with provider(s) of an **e-platform for delivery of an electronic voucher system** to facilitate secure and low cost delivery of monthly electronic food vouchers for food insecure households in Mozambique. Save the Children is working in consortium with Concern Worldwide, CARE International and OXFAM (COSACA) all of whom will utilise the e-voucher system to provide a collaborative, cohesive approach to supporting households across the country.

REQUIRED QUALIFICATION AND EXPERIENCE

The consulting firm should have the following qualification and experience:

- A company with past and present experience working with NGOs in Mozambique and elsewhere on similar programmes providing the required products (data management software, hardware, training, technical support [in country and remote])
- A company who can provide confirmation (as well any available supporting documents) of ability and/or authorization to provide this service in Mozambique, including travel to Mozambique to support system deployment and staff training
- Reference letter from previous NGO implementing similar/humanitarian programme
- It is preferable if an International Company have an office locally
- Contract Administration will be as per the Law of the republic of Mozambique

We include the following information for your full review and consideration:

- Part 1: Tender Information including award criteria
- Part 2: Conditions of Tendering
- Part 3: Key Contractual Terms
- Part 4: Save the Children's Child Safeguarding Policy
- Part 5: Save the Children's Anti-Bribery and Corruption Policy
- Part 6: The IAPG Code of Conduct

General system requirements:

- A closed loop electronic voucher platform that allows for automated updating, tracking and redemption of electronic vouchers to registered beneficiaries with participating vendors. Ability to move an 'open loop' would be desirable.
- Points of payment (POP) (chargeable battery powered) technology, deployable at various locations offering goods/services providing offline tracking of units/ value of commodities redeemed by beneficiaries with capability to synchronise to a central database for information upload and download; smart/sim cards or device, easily configured at the beginning of a programme and handed to beneficiaries for use in the POP, which can be regularly and remotely loaded with a financial value or commodity equivalent. Proposals must include a

centralized platform that is accessible by different users and provides easy and quick access to payment transaction and programme-related data.

- Fraud monitoring features – automatic notifications, or at a minimum ability to view, data flagged based upon potential fraud indicators (data entry/edit time and location stamp, trends across enumerators); controls and checks on data entered and edited
- Data security protocols that will maintain the confidentiality of beneficiaries
- Multiple user level log-in credentials and depending on needs/privileges (editor, reviewer, viewer, etc.)
- Offline capabilities to access beneficiary profiles at distributions and to include updated information from project data collection (registration, baseline/end-line, routine monitoring and post distribution monitoring)
- Ability to move to an open loop system would be a desirable functionality

System requirements:

- Beneficiary management platform functionality with ability to link with cloud-based data collection platform (such as DataWinners) to upload household registration data to the specific beneficiary records, baseline/ endline, distribution and redemption, and monitoring data in real or near real time; generate distribution lists on a monthly basis data sets
- Ability to tailor transfers for HH or locations depending on needs including use of various modes concurrently (commodity/ value)
- Dashboards that display programme data with key filters (geographic area, time period, HH type) for immediate use in programme management and that can assist with donor reporting
- Instant reporting formats that can provide programme results disaggregated by numerous indicators, including age/gender/HH head/etc.
- Multiple user level log-in credentials and depending on needs/privileges (editor, reviewer, viewer, etc.)
- Ability to layer other programme data onto the HH/beneficiary data (i.e. market monitoring data)
- Beneficiary smart cards with standard security features (including NFC chip, bar codes, ID number, beneficiary name and photo ID),and remote multiple reload (top up) function, (remotely or via synchronisation to data held in POP devices)
- Display of beneficiaries and data (with filters) on map
- Ability to generate sampling frames (monitoring lists)

Service provider requirements:

- Legal permission to operate in Mozambique
- Confirmation of compliance (signed agreements) with the attached Conditions of Tendering, Key Contractual Terms, Save the Children's Child Safeguarding Policy, Save the Children's Anti-Bribery and Corruption Policy and the IAPG Code of Conduct; Anti-Terrorism Vetting Requirements and Policy
- In-country training for Save the Children staff, by English or Portuguese speaking technicians, available to deploy within two weeks of contract signed with Save the Children Mozambique
- Remote support following the training for troubleshooting and system adjustments
- Field testing and proven use in a humanitarian setting by humanitarian NGOs
- Specify what hardware and software is required to use the system (ID cards, tablets, card and barcode readers, ID card printers), and indicate associated cost
- Indicate how quickly the system can be deployed to Mozambique
- Provide examples of prior experience and contacts for individuals who can serve as references of past performance
- Confirmed availability to provide this service in Mozambique, including travel to the area of implementation to support system deployment and staff training



Your tender response must be received in the following format:

- Full completion of the "Tender Response" document in order for the bid to be compliant. Supplementary proposal documents are requested to demonstrate that the bid is meeting the essential and preferred criteria listed below. Those tenders returned uncompleted may be treated as void.
- Proposals will be accepted in soft copy sent to eprocurement@savethechildren.org copying deizi.sitoi@savethechildren.org
- Bids to be submitted addressed to Save the Children at the above email address. The subject line should indicate the tender reference number only. Missing reference will disqualify the bid.
- Address for submissions: eprocurement@savethechildren.org copying deizi.sitoi@savethechildren.org

Your return tender dossier must be received at the address above not later than **31 July 2016 at 1700h GMT** ("the Closing Date") unless SCI determines there were exceptional reasons for the delay in submission. Failure to meet the Closing Date may result in the bid being void. Returned bids must remain open for consideration for a period of not less than 60 days from the Closing Date. Save the Children is under no obligation to award the contract or to award it to the lowest bidder.

Should you require further information or clarification on the tender requirements, please address them to the following e mail: eprocurement@savethechildren.org copying deizi.sitoi@savethechildren.org between 12-26 July 2016.

Save the Children looks forward to receiving bids and thanks you for interest in this tender process.

Save the Children Mozambique

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