

I. INTRO

- Executive Summary (number of program participants, transfer amount, where, when)
- Scope of Program (specify throughout what is fixed and what is flexible)
 - Delivery mechanism
 - Timing (e.g. 1 year program, first distribution date)
 - Number of end users (e.g. 1,000 program participants)
 - Funding status (e.g. planning, pending or confirmed)
 - Amount and volume to be transferred (e.g. transfers of \$100 - \$500 per participant)
 - Frequency of transfers (e.g. monthly)
 - Location (e.g. rural, urban, camp)
 - Limitations:
 - Infrastructure (payments, network, physical, electricity)
 - Offline
 - Access (security or remoteness)
 - Reporting and data required (e.g. merchant categories card balance reports)
- Overall project plan (how payments fit into broader program activities and objectives)

II. ADDITIONAL SPECIFICATIONS AND/OR REQUESTED RESPONSES

- Loading value (Who does it by default? Who can do it? How does it work?)
- Service providers should specify where customization is possible (and where it is not)
- Agency preference (e.g. compatibility with in-house or preferred systems)
- Commercial impact
- Pre-contract (award conference) / Post-contract terms
- Data protection requirements (NGO policies or relevant jurisdictions)
- Know Your Customer (KYC) information expectations
- Absolute minimum requirements that FSP needs to get started (e.g. funding)
- Service provider should specify which products and services can be delivered within the requested time frame. If some would be available at a later point, submission should specify this distinction.
- Additional service provider capabilities can be shared where relevant

III. COSTING EVALUATION GUIDANCE, WHICH MAY INCLUDE:

- Hardware
- Software
- Fee structure (per user/transaction fee, % commission or other)
- Daily rate for technical support and/or training

RESPONSE FORM SHOULD INDICATE PLACES TO DETAIL THE BELOW ELEMENTS

KYC REQUIREMENTS

- Service provider should provide KYC thresholds and requirements
 - e.g. \$495 max on an anonymous card
 - e.g. more than \$1000 loaded over the life of the card will require additional KYC (give details)
 - e.g. all clients require the following information
 - first name
 - last name
 - location
 - date of birth
 - Degree of flexibility with client identification

DATA PROTECTION – indicate what standards and practices are followed, such as:

- Service provider policies
- Applicable regulatory (country) policies
- Other relevant standards [e.g. Payment Card Industry (PCI) compliance]