

<b>MANILA SUPPLY CHAIN UNIT (MSCU)</b>	
TO: Bidders	FROM: MSCU
NO. OF PAGES INCLUDING COVER SHEET: 3 pages	DATE: 27 January 2022
<b>SUBJECT: Request for Proposal (RFP) No.: MSCUMS 22-191 – Amendment No. 3 – for the Transfer Mechanisms for Recurring Cash-Based Intervention (CBI) Services</b>	

- This Amendment #3 to the RFP MSCUMS 22-191 is issued to address the following:
  1. incorporate questions and answers for the request for clarification of bidders.


**Queries via Email**


<b>Bidder Query</b>	<b>IOM Response</b>
1. On litigation (FORM F: ELIGIBILITY AND QUALIFICATION); Is this litigation matters in relation to CBT or other matters as well?	This provision applies in general and other matters as well for the company.
2. Is the cards lot (Lot 1) supposed to be cards for staff or for internal allocation or a specific utilization method (emergency funds, per diem)?	The entire Request for Proposals, including all “lots” are for money transfer services to individuals assisted by IOM (not IOM staff). In the case of Lot 1, the service includes cards that IOM could distribute to people as a mean of humanitarian assistance. Internal staff allocations and per diems and all other IOM internal services for staff are out of the scope of this RFP.
3. Lot 2b, is IOM expecting for us to deliver cash to the client premises or collect and what should be the frequency of collection (in a daily basis or once a week?)	Lot 2b, different from Lot 2a, refers to delivering cash to the clients’ premises organized by IOM to do the distribution. The collection of cash over the counter or in agencies is covered under Lot 2a.  The frequency could vary depending on the project, but normally distributions could happen on a weekly basis, every other week or monthly.
4. What are the average transaction amounts for Cash in Transit?	This would depend on each project but normally the transactions do not exceed what it is recommended for the context, based on a risk assessment. This means that the total amount to be carried per bulk would depend on our

	agreement at a later stage and it could be negotiated.
5. Will IOM provide phones and SIM cards to beneficiaries?	If they do not have a sim card, IOM will provide sim cards in coordination with the service provider. Phones are rarely provided but it could also happen in exceptional cases.
6. Does the IOM require individual cash envelopes for the beneficiaries / a lumpsum to be delivered to and IOM official?	Yes, when it comes to cash in transit individual cash envelopes could be used since we expect the distribution to be done directly by the service provider, with the presence of IOM staff.
7. Can the IOM provide the demographic of beneficiaries and source of identification they hold?	IOM has cash operations in approximately 120 countries. The demographics are very diverse since we assist displaced population inside the country or out of their own countries. In terms of identification, sometimes IOM beneficiaries have national IDs, national passports, identity documents for refugees, travel documents, foreign IDs. In other cases IOM beneficiaries are undocumented and there are documentation solutions that are obtained on a case by case basis, such as community identification and others.
8. What is the period between funding of account and disbursement?	IOM expects that the period between funding the account and making the disbursement is reasonable to ensure that we operate effectively while complying with control measures and documentation. However, most of the times we work in emergency contexts and we expect that these timelines are as short as possible. Some criteria on the timeline has been added to the technical evaluation, please double check to ensure this information is addressed in your proposal submission.
9. Can IOM provide cash distribution / disbursement areas?	IOM provides cash distributions in hard-to-reach locations across the world. It is up to the service providers to specify the areas where they could distribute for IOM to evaluate convenience.
10. On cash payouts : how would IOM like delivery to be done? Will each individual payout be done or a bulk amount delivered to an agreed location?	Normally a bulk amount would be delivered to an agreed location and there it could be distributed by agents with the support of IOM staff. For those cases where we have individuals with specific needs, for instance a disability that forbids the person to go the distribution site, we could have individual payouts.
11. Area of Coverage - what areas will the cash be delivered within Kenya and how often? Kindly provide area of coverage for pre-paid cards as well.	We don't have this information at the moment.
12. On phones/ SIM cards will IOM purchase for the recipients phones/ SIM cards or will they send to a recipient that has a phone?	We expect most of beneficiaries to have mobile phones and sim cards, however for those who don't have we could provide sim cards and phones, but the latter in very exceptional cases. If the majority of the population we assist in a

	determined project does not have phones we would rather move to another payment mechanism such as prepaid cards or direct cash.
13. How will the recipients be identified? What are the Kenyan legal documents held by the recipients?	We don't have specific information on Kenya now. As explained above, sometimes IOM beneficiaries have national IDs, national passports, identity documents for refugees, travel documents, foreign IDs. In other cases, IOM beneficiaries are undocumented and there are documentation solutions that are obtained on a case by case basis, such as community identification and others.
14. Will IOM give confirmation that they know the recipients?	IOM will provide to the service provider a list of individuals to receive the payouts acknowledging that these are IOM beneficiaries of assistance. Then the service provider compares this list with the identification shown by the individuals and records transaction.
15. In respect to payments via mobile to IOM's beneficiaries, can you please advise how many disbursements are likely and whether the expectation is that the accounts will become dormant once IOM has finished its programme in each market? Or does IOM believe that the accounts will continue to be used by the grant recipients?	It is impossible to predict how many disbursements we will have, but in average each beneficiary could receive 3 disbursements. We believe that the accounts could be used after the assistance by the grant recipients and we would like to have this option available.

- All other terms and conditions of the RFP, unless stated here, remain unchanged.

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