**Component III: Questionnaire – Technical Inquiries**

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| **No.** | **Category** | **Requested Information** |
| **Section 1: Organizational Overview & General Information** | | |
| **1.1** | **Service Name** | Provide Contact Information (full name, address, country, telephone, email addresses, website, contact people) |
| **1.2** | **Licensing & Registration** | Provide your current business license |
| **1.3** | **Tax Regulation** | Provide certificate of compliance with tax regulations |
| **1.4** | **Organizational Overview** | Provide an organizational overview including (number of staff by location, geographic areas of coverage, number of years in business) |
| **1.5** | **Additional Materials** | Attach brochures, catalogs and booklets that illustrate the service provider’s functions (if available). |
| **1.6** | **Past Experience & References** | Describe past experience with I/NGOs, Government Agencies, UN and/or other international organizations delivering similar services:   1. Explain who you worked with, the nature of the programme, scale, geographic locations and payment mechanism used 2. Include a list of references from each organization and current contact information |
| **Section 2: Banking System & Information Reporting** | | |
| **2.1** | **Fund Transfer** | Describe how your organization will transfer funds to CRS program participants. |
| **2.2** | **Payment Process** | Please explain:   1. How many days’ notice is needed to enact payments? This can be considered separately for the payment to project beneficiaries in the village, supplier payment at the district level and staff salary at CRS offices in the above listed locations. 2. How many beneficiaries can receive payments in one day, week, and month 3. Explain safeguards to mitigate beneficiaries’ ability to receive payments multiple times in the same distribution |
| **2.3** | **Reporting** | Please explain:   1. What information is included in reports 2. Frequency at which reports can be generated and made available to CRS 3. Describe how your process will reports successful and unsuccessful transactions? 4. Can your organization produce a monthly account statement? |
| **2.4** | **Reconciliation** | Please explain:   1. What is the reconciliation process for payments? 2. Explain the process how the funds will be managed not received or collected by beneficiaries |
| **Section 3: Distribution** | | |
| **3.1** | **Coverage Area** | Please list all locations that your organization is able to provide service |
| **3.2** | **Fund Management** | How you transfer funds to the target locations? |
| **3.3** | **Adaptability** | Explain how you would be able to adapt to a changing security, flooding, road inaccessibility or other conditions during transport or at the local level/distribution sites. |
| **3.4** | **Liquidity Management** | Please describe:   1. How liquidity is managed 2. How many days’ notice is needed to mobilize funds for transportation at the local level/distribution sites 3. Any limits on amounts of funds you are able to transfer for a single distribution |
| **Section 4: Security & Internal Controls** | | |
| **4.1** | **Field Security** | Describe what measure you take to ensure the security of the cash while it is in transit and while at the distribution site. |
| **4.2** | **Data Privacy** | Describe the process and policies you have for ensuring the privacy and security of beneficiary data/information involving their personal information. |
| **4.3** | **Insurance** | 1. Are CRS funds are insured from receipt of cash through payment to beneficiaries 2. If so, is there a deductible and the cost? |
| **Section 5: Service Relationship Management** | | |
| **5.1** | **Relationship Management** | Please explain how the relationship will be managed with CRS:   1. Describe the staffing structure for this project 2. Describe the personnel assigned (e.g. position/title, location, experience) to support this project 3. Please describe how communication will be managed between CRS and your agency |
| **5.2** | **Communication** | Please explain the trouble shooting methods and solutions outlined for different scenarios:   1. Beneficiaries who do not collect their transfer 2. Explain how your organization will communicate any type of service disruption with CRS |
| **5.3** | **Other Information** | Please share any other information you think is relevant to your proposal. |

**Component IV: Questionnaire – Financial Proposal**

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| **Financial Proposal - Costing Structure & Fees** | | |
| **1.1** | **Costing Structure** | Provide a comprehensive price list in US Dollars (USD) for all services. Categorize each price as one-time, monthly, quarterly, annual charges or transaction-based charges. |
| **1.2** | **Proposed Payment Mechanism** | Please explain your proposed payment mechanism for:   1. Transfers made to beneficiaries and fees mentioned above 2. Please confirm you are able to advance funds to enact payments, prior to receiving the funds from CRS. 3. Please describe any available escrow or trust account arrangements, or any other type of advance payment bonds. |

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