WFP Global Cash-Based Transfer Solution

RFI Web-Ex

12th of May 2015
HQ Rome

World Food Programme

wfp.org
Agenda

- Introduction: Purpose of this meeting
- Global Solution for WFP Cash-Based Transfers
- Current Process Flows of WFP Cash-Based Transfers
- Next Steps
Introduction: Purpose of this meeting
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- **Identification and Selection of Service Providers within WFP Procurement Process**
  
  First step of WFP procurement process which involves the identification of potential Service Providers and eventually the selection of Service Providers through a formal tender process. All contacts through WFP Procurement.

- **Expression of Interest / Request for Information: Prequalification of potential Service Providers**
  
  All submission of completed RFI (Annex I and II) will be considered to constitute the long-list of Service Providers that can potentially provide WFP with a Cash-Based Transfer Solution.

  The replies to the RFI will be revised by WFP technical evaluation panel and potential Service Providers meeting the minimum criteria will be invited to participate in the Request for Proposal.

- **Purpose of this meeting**
  
  Introduction to the Global Solution for Cash-Based Transfers WFP is looking for;

Collection of Questions
Global Solution for WFP Cash-Based Transfers
WFP is looking for qualified service providers which are able to provide WFP with solution(s) for Cash-Based Transfers in order to fulfil beneficiaries’ needs in as many of the 81 countries that WFP operates in as possible, considering that WFP operates in contexts with limited infrastructure and connectivity.

- **Overall objectives:**
  - Identify an appropriate number of service providers which could provide services as an aggregator and which are able to (technically) link multiple service providers and WFP to provide solution on a global basis (mesh-operator/platform provider)
  - Entering LTA’s with identified service/solution provider(s) & partner
  - Provision and deployment of beneficiary centric solutions
  - Reduce implementation lead time, especially in emergency cases
  - Reduce liability and risks and facilitate audits and donor missions
  - The solution(s) should leverage the local infrastructure and service components where applicable

- **Guiding Principles:**
  - Realisation Speed, Cost Efficiency, Flexibility, Scalability, Predictability, Validity, Security & Privacy, Beneficiary centricity, Transparency, Regulatory compliance & Auditing Acceptability
## WFP OBJECTIVES

- Develop beneficiary centric solution
- Reduce lead & set-up times
- Reduce costs
- Streamline solutions
- Identify appropriate Service Provider
- Enter long-term partnerships
- Reduce compliance risks

## KEY SOLUTION REQUIREMENTS

1. Personalized multi-purpose wallet
2. Secure ID capture
3. Regional distribution network
4. Online/offline capability
5. Automatic payment & settlement
6. Full regulatory compliance
7. Low setup & maintenance costs
Current Process Flows
Current As-Is Process Flow

- **Registration**: Capture of beneficiary details (may or may not include fingerprints and photos)
- **Project Set-Up**: Plan how much each beneficiary (household) should get & how (delivery mechanism)
- **Enrolment**: Enroll beneficiaries as recipients into project(s), ensure all required data is available to execute transfers
- **Deployment of Delivery Instruments & POS**: Deliver Payment Instruments to beneficiaries and POS (if required) to merchants/agents (Outlets)
- **Transactions Beneficiaries**: Beneficiaries collect unrestricted or restricted cash (goods) from merchants/agents via payment instrument
- **Transactions Merchants/Agents**: Merchants/agents transact with beneficiaries payment instruments via ATM/POS devices, etc...
- **Settlement Merchants/Agents**: Merchants/Agents are reimbursed for transactions, reconciliation of planned vs. actual distribution of benefits
- **Settlement SP**: Service Providers are reimbursed for transactions, reconciliation of planned vs. actual distribution of benefits
- **Reporting**: SP to provide detailed information on transfers and transactions

Global Cash-Based Transfer Solution
Business Development Cash & Voucher (RMFB)

= WFP = Service Provider
Global Cash-Based Transfer Solution

**Business Development Cash & Voucher (RMFB)**

**Global Solution – Flow of Resources**

- **Beneficiaries**
  - are registered and enrolled and collect benefits via electronic transactions
  - Likely to be in an offline environment with unreliable network coverage

- **Cash**
  - Likely to be existing merchants/agents/retailers (the more remote, the smaller). Could be selected by WFP or the service providers.

- **Goods or services**

- **Outlets**
  - on behalf of WFP, selects and registers beneficiaries, monitors programme in the field
  - Likely to be existing merchants/agents/retailers (the more remote, the smaller). Could be selected by WFP or the service providers.

- **Service provider(s)**
  - Issuing payment/delivery instrument for beneficiaries
  - On-board outlets (merchants, agents etc.) and enable them to transact with beneficiaries (e.g. by supplying them with POS devices)
  - Ensure liquidity at outlets for cash withdrawals
  - Settle merchant (automatically)
  - Interface with WFP CRM:
    - Receive instructions to create beneficiaries in their systems and issue payment/delivery instruments
    - Receive instructions to “top up” payment/delivery instruments with restricted or unrestricted cash
    - Confirm successful transfer of benefit to transfer instrument
    - Report cash withdrawal and transactions

- **Beneficiary Data**

- **Cooperating Partners (NGO)**
  - On behalf of WFP, selects and registers beneficiaries, monitors programme in the field

- **Instructions**

- **Feedback**
Next steps
What happens after this Web-Ex?

- For submission of questions please e-mail to HQ.cashtransfersolution@wfp.org
- All answers to submitted questions will be provided in writing available for download as “FAQ” PDF document on www.wfp.org/rfi
- Deadline for submission of questions is the 29th of May 2015 at 17:00 hrs (Rome time)
- The “FAQ” document will be updated once a week on Mondays by 17:00 hrs (Rome time) accordingly to submitted questions
- Closing date and time for this RFI is the 5th of June 2015 at 17:00 hrs (Rome time)
- Submissions after the said closing date and time will not be considered