

REQUEST FOR EXPRESSION OF INTEREST

**INSTITUTIONAL CONTRACT FOR THE ENGAGEMENT OF CONTRACTOR (S)  
FOR DIGITAL PAYMENT SERVICES PROJECT**

The UNICEF Zimbabwe Country Office is seeking Expression of Interest (EOI) to pre-qualify suitable firms that will be invited to submit proposals to enter into an institutional contract to offer digital or electronic payment services to village health workers (VHWs) in 30 districts of Zimbabwe. The specific Terms of Reference for the required services will be described in detail in the relevant RFP(s) when issued.

**Background:**

Since the revitalization of the Village Health Worker (VHW) programme over the last two decades, the number of trained VHWs increased rapidly with the support from the Government of Zimbabwe (Ministry of Health and Child Care), and development partners. The VHWs are front line community based workers who volunteer their services to serve the communities they reside in. They are respected members of the community selected by the community who receive a token incentive per quarter. Majority of these VHWs reside in remote villages where access to network in some areas might be a challenge and have no bank accounts.

Currently, VHWs are receiving their payments through the Ministry of Health and Child Care (MOHCC) as cash in most of the districts. However, with the current liquidity crisis being faced, the ability to access cash at district level has become a challenge resulting in the payment chain currently experiencing significant delays of up to 5 to 6 months in most of the provinces to get the money to the VHW. This situation profoundly affects door to door service delivery by VHWs as motivation of these cadres is crucial for improved service delivery at community level.

The payment of the token incentive is one of MOHCC and UNICEF's priority support to the VHW programme and a key component of the VHW package to incentivize and motivate VHWs. Therefore, the MOHCC with support from UNICEF is committed to ensure timely payment of the token incentive to the VHW on a quarterly basis.

**Scope of the Assignment:** The contracted firm(s) is expected to provide the following services:

- The major tasks to be undertaken by the selected company herein referred to as the Contractor, will include but not limited to the following;
- An efficient delivery mechanism which delivers the correct amount of e-payments or electronic transfers to the right beneficiaries in every quarterly payment
- Payments to beneficiaries in a manner such that they do not have to travel excessively long distances (and incur significant transportation costs) to collect their e-payment or electronic transfer
- Guaranteed, regular and timely deliveries to beneficiaries (herein VHWs)
- A simple e-payment or electronic transfer system that is sensitive to people in remote settings
- E-payment or electronic transfer at a minimum cost

The institutional contractor should be able to offer both e-payment and alternative electronic transfer solutions with a view to transitioning over to 100% e-payment modality over a period of 9 months.

**Expected background and Experience:** The assignment requires a highly motivated and competent contractor with the following qualifications and qualities:

**Legal registration of the company;**

- License from Government to operate as a cash delivery company in Zimbabwe;
- Contact information (full name, physical address with telephone and e-mail address);
- Declaration of "no pending law suits";
- Copy of Insurance policy (legal liability insurance and insurance coverage for goods under transport);
- A copy of the audited financial statements for the last two years (balance sheet and income statement);
- Detailed description of the Company's business model you intend to offer in response to this RFP to UNICEF and how you will approach this work;

- A summary on the expertise and capabilities of the organization submitting the proposal including the number of years in business, organizational structure, the nature and scope of its operations, its size, number of employees, areas of expertise, unique customer services, and any other related information that would provide an overview of the company;
- Description of the company's experience in serving large corporate and/or international organizations for Digital Money payments. Provide a sample of your client list. Please also provide a list of at least three references of clients of similar size and complexity as the UNICEF. The list should include current contact person, mailing address, and phone number.
- Geographical distribution of local agencies based on the nearest health facilities
- Description of the company's local networks or services in Zimbabwe which are supporting Digital Money payments including the list of branches/agents/network.
- Description of the key technology solution for Digital Money payments and other technological capability of the company including online reporting
- Compliance with UNICEF's General Terms and Conditions; and
- The operator must demonstrate capacity to deliver additional benefits linked to digital money transfer so as to maximize on the cash delivery methodology (e.g. information dissemination platforms, anonymous grievance).
- Any other relevant supporting documents.

**Stage 1**

**Response requirements:** At this stage, UNICEF is requesting Expression of Interest from firms interested in competing for the contract to offer the required services. Interested firms should submit detailed and complete institutional profile information and documents, together with a written "Expression of Interest - Digital Payment Services Project - Payment of VHWs" in response to this advertisement.

**The documents should include:**

- (i) Description of the firm - legal status, organizational structure, names of directors and physical address (es).
- (ii) Experience in offering similar services.
- (iii) Description of major similar assignments undertaken during the last 2 years including type of contract, location, name and contact details (e-mail and telephone) of the client, implementation period and scope of services;

Information provided will be reviewed to assess each firm's suitability to be included in the upcoming competitive Request for Proposal (RFP) process.

For any additional information or clarification, please do not hesitate to contact The Contracts Section on the following e-mail addresses:

**Companies that meet the initial criteria of stage one will qualify for stage two.**

**Stage 2**

If your company is interested in participating in the planned pre-qualification exercise and meets the requirements with suitable experience, please reply to this EOI with the reference: "EOI ZIM 2018 - Digital Payment Services Project- Payment of VHWs". Responses to the EOI submitting pre-qualification documents must be received in UNICEF in copies by either email or mail no later than 12:00 noon Harare local time on Monday, 29 January 2018.

Emailed responses should be addressed to: [omhungu@unicef.org](mailto:omhungu@unicef.org)

Mailed responses can be sent to:

**The Supply Section UNICEF Harare Office Fairbridge Avenue  
P.O. Box 1250  
Belgravia, Harare, Zimbabwe**