Scope of Work – Baseline Template for Emergency Response

**Scope of Work reference : {SCI/\*\*/\*\*\*/\*\*\* (\*\*\*) / 0001}**

The Services described in this Scope of Work will be provided under the terms and conditions set out in the services framework agreement between Save the Children International (“**SCI**”) and {*insert name of Service Provider}* (“**Service Provider**”) dated {insert date contract is signed} (the “**Agreement**”).

The start date of the Services described in this Scope of Work will be {insert start date for Services described in this Scope of Work} and will end on {insert end date for the Services described in this Scope of Work}, as may be extended in accordance with Clause 2.3 (*Commencement & Duration*) of the Agreement.

1. Description of The Service

The Service Provider will manage an emergency response service for use in humanitarian emergencies in any country listed in this Scope of Work Clause 6

1. Scope of the Service

The Services will be provided from and centrally managed in { geographic area} and will enable the rapid deployment of a total value of {insert value} in {select currency} to {insert number of} Beneficiaries via the usage of { means of disbursements}.

1. Service Specifications

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| --- | --- |
| 1. **Technology**
 | * Service Provider will maintain a stock of equipment; XXX volumes of XXX}.
* Service Provider will maintain this stock in a state of continual readiness to ensure that it is operational and any equipment is fully charged and able to be used on delivery to the affected country.
* The Service Provider warrants that any technology will be allocated from current stocks and that SCI has a first call claim on the stock, but has not agreed to purchase any equipment.
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| 1. **Delivery of Solution Plan**
 | * Within 2 months of the start date, the Service Provider will prepare a global plan for how to distribute the technology to any affected region within 72 hours of SCI notification.
* Such a delivery plan shall take into account airline restrictions on transportation of Hazardous Goods (eg products containing Batteries)
* The Service provider shall (in consultation with SCI) review and adjust this plan each 6 months during the Term.
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| 1. **Deployment of the Solution**
 | * On notification of an emergency response by SCI staff, the Service Provider will attend an immediate meeting to agree an action plan to deploy the solution.
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| 1. **Registration of Beneficiaries**
 | * Service Provider will receive a file in CSV format or via web services, from SCI and will register the Beneficiaries’ details without additional cost.
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| 1. **Management of Services**
 | * Within 72 hours of SCI notification, the Service Provider will provide personnel in the affected region to coordinate relief efforts alongside SCI staff
* Service Provider will provide and train Agents at Service locations to deliver the Services
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| 1. **Receipt of Beneficiary File**
 | * Service Provider will receive a file in CSV format or via web services with details of the accounts and the value of the Beneficiary Funds to be credited to each Beneficiary account.
* On receipt of this file, the Service Provider will (on the disbursement date) allocate the appropriate amount to each Beneficiary account, registering new Beneficiaries and issuing new cards / equipment as required.
* Where requested by SCI, the Service Provider will notify the Beneficiary of the receipt of the Funds {by SMS to a registered mobile number or other means}
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| 1. **Payment of Benefits**
 | * Service Provider will not make any deductions or charges to Merchants, Agents or Beneficiaries from the Beneficiary Funds
* For the avoidance of doubt, the Beneficiaries shall receive 100% of the Beneficiary Funds as allocated by SCI
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| 1. **Acquisition and monitoring of Outlets**
 | * Service Provider will monitor the volumes transacted through and the number of outlets that are being used by region and will inform SCI on a monthly basis.
* On request, Service Provider will acquire new outlets & merchants within a mutually agreed timeframe.
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| 1. **Monitoring & Provision of Liquidity**
 | * Service provider will monitor the local availability of cash prior to disbursements and will ensure, through local contact with banks, that sufficient liquidity is available in the area to fully satisfy the value of the disbursement.
* Where the Service Provider determines that there is insufficient liquidity in the area, Service Provider will notify SCI and will make best efforts with local banks to increase the availability of cash.
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| 1. **Repayment of any unallocated funds**
 | * The Service Provider will arrange for any Funds that are not disbursed to be repaid to SCI within 7 (seven) days following the end of the Project.
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| 1. **Training and support**
 | * Provide full customer support services to SCI and Beneficiaries, including:
* helpline manned during business hours {specify per programme e.g. 9am-5pm}
* tracking and responding to problems reported and complaints
* Conduct training for SCI staff and Merchants / Agents on the use of the smart cards and terminals without cost.
* Provide Beneficiary appropriate training materials
* Ensure that all Service Provider personnel involved in the delivery and performance of the Services have received suitable training from the Service Provider for that purpose
* Assist Beneficiaries in the completion of all paperwork required to establish the account.
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| 1. **Equipment and software**
 | * Where additional equipment is requested by SCI at a later date, Service Provider will procure these and provide to SCI at no additional mark-up.
* {Technical specifications to be set out in Schedule 2}
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| 1. **Ownership**
 | * Once issued, the ownership of any smartcards, SIM cards, or equipment will be transferred completely to SCI or the Beneficiaries / Merchants / Agents and no additional fees will be charged during or following termination, suspension or completion of this Scope of Work
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| 1. **Collection and recording**
 | * Collect and upload data as required for reporting
* Beneficiary transaction details (including. amount credited to smart cards, amount withdrawn)
* Cash-out agent activity
* Commissions and charges
* Complaints received and if they were resolved / remain open
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1. Transfer Of Funds For Beneficiaries

SCI will reimburse to the Service Provider, on properly issued invoice and verification, the amount which was transferred to the Beneficiaries for that month’s disbursement.

SCI reserves the right to amend the amount to be disbursed to each Beneficiary to allow for inflation. Any increase/decrease in Beneficiary Funds will be reflected in the monthly payment file submitted to the Service Provider.

1. Fees And Charges
	1. Service Provider will provide the Services in accordance with the Rate Card in Annex 4.
	2. The fees and charges for the Services are fixed for the duration of this Scope of Work.
	3. Invoices shall be in the same currency as the disbursement; For this Scope of work the currency shall be {insert currency} and invoice shall be delivered to {specify location}. Where the Service Provider requests and SCI agrees to the transfer of funds in a currency other than used for disbursement, the exchange rate will be {insert exchange rate or source of rates}
	4. Invoices shall show full details of the disbursement and Fees on separate lines.
	5. Payment will be made in arrears and subject to invoice verification.
	6. SCI shall pay correctly rendered invoices within 45 days of the date of invoice or of submission, whichever is later.
	7. For the avoidance of doubt, the Service Fees for this Statement of Work will be;

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| --- | --- | --- |
| ***Fee or Charge Type*** | ***No. of units*** | ***Total Fee*** |
|  |  |  |

* 1. In accordance with applicable local laws, no tax shall be payable on the Beneficiary Funds. In respect of all Service Fees paid to the Service Provider under this Scope of Work, SCI shall withhold and deduct, if applicable, any withholding tax required by applicable local laws and provide the relevant Service Provider with a certificate accordingly. The Service Provider shall be responsible for all other taxes imposed by applicable local laws on the payments made by SCI to the Service Provider under this Scope of Work.
1. Performance Of Services
	1. The Services shall be available to the following countries and at the following response times:

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| --- | --- | --- |
| ***Location*** | ***Times*** |  |
|  |  |  |

* 1. The Service Provider shall be responsible for ensuring the locations where the Services are to be performed are safe and secure.
	2. The Service Provider shall assist SCI staff and Agents to identify suitable locations for the performance of the Services.
1. Key Performance Metrics & Performance Standards
	1. The Service Provider will ensure (and procure that the Service Provider’s Team will ensure) that the Services meet the following service levels: **(Performance Metrics)**

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| --- | --- | --- |
| **Performance Metric** | **Target** | **Minimum Acceptable Standard** |
| System Uptime | 98% | 97% |
| SCI Problem Response | Written response or resolution within 24 hours | Written response or resolution within 48 hours |
| Beneficiary Hotline Response | All calls are answered within 5 minutes. | All calls are answered within 8 minutes. |
| Liquidity/Stock Monitoring | 99% of Beneficiaries that present themselves on the disbursement date, receive the full disbursement allocation. | 98% of Beneficiaries that present themselves on the disbursement date, receive the full disbursement allocation. |

1. Penalties
	1. The Service Provider shall meet, and time is of the essence as to, any service level, project milestones, or key performance indicator specified in this Scope of Work.
	2. If the Service Provider fails to discharge the above obligation, the parties to agree specific remedies which shall include, without limitation, the following:

{To be agreed}

1. Technical support
	1. The Service provider will provide the following technical support services.
	2. A 24 hour toll-free hotline for customer support.
	3. An email to an {urgent@techsupport.com} immediately pages engineers qualified to fix most problems. Acknowledgment of urgent issues will be issued within five-minutes, 24/7, and will be worked on continuously until the issue is resolved or deescalated.
	4. The general support email for issues is {support@techsupport.com}; response within one business day.
2. SCI Information and Data Security
	1. Service Provider shall represent and warrant that it has developed and continues to maintain a comprehensive written information security program consistent with leading information security standards and best practices.
	2. Service Provider shall, upon SCI’s request, provide assurance on compliance with data protection and information security requirements including administrative, technical, and physical safeguards to ensure the security and confidentiality of SCI information and prevent its unauthorized use or disclosure.
	3. Service Provider shall report any information or data security violation affecting SCI’s information within {a mutually agreeable timeframe}
	4. Service Provider will ensure that any issuance of cards and funds is in compliance with PCI-DSS and any technical specifications as listed in Schedule 2 unless otherwise agreed with SCI in this Scope of Work.
	5. All reports and data must be password protected or encrypted in accordance with good industry practice.
	6. Service Provider shall not use Beneficiary Data for any marketing, sales or any purposes that are not directly related to the delivery of the Services.
3. Reporting
	1. The Service Provider will provide an online reporting tool and/or web service and unlimited number of licences for SCI staff to use in order to access reports. Where SCI is leading a consortia of NGO’s the Service Provider will provide access to each member of the consortium. Usage rights and confidentiality will be covered under the consortium Memorandum of Understanding between SCI and the consortium members.
	2. Access to the tool and any upgrades shall be free of charge.
	3. At a minimum, the online reporting tool shall permit the generation of these reports in CSV format:
	4. SCI distribution report (summary by location; containing each transaction, including units and value).
	5. Beneficiary transaction report (each transaction by beneficiary, including units, unit price, type of commodity and value)
	6. Agent transaction report (details of transactions per cash-out agent, including daily totals per agent.
	7. Agent and Beneficiary balance information including, but not limited to, current balance.

1. Project Manager And Key Personnel
	1. For SCI:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role on Project** | **Name** | **Title/Role** | **Contact Phone** | **Contact Email** |
| Project Manager | \*\* | \*\* | \*\* | \*\* |

* 1. For Service Provider:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role on Project** | **Name** | **Title/Role** | **Contact Phone** | **Contact Email** |
| Project Manager | \*\* | \*\* | \*\* | \*\* |
| Key Personnel | \*\* | \*\* | \*\* | \*\* |
| Key Personnel | \*\* | \*\* | \*\* | \*\* |

1. Service Review
	1. Service Provider will procure that their Key Personnel and Project Manager will prepare and conduct a weekly teleconference (or more frequently as necessary) with SCI Staff to review the progress of the Project
	2. Where reasonably requested, the Service Provider will ensure that the Key Personnel will prepare and conduct a monthly face to face meeting
	3. Service Provider’s staff will prepare reports in advance of these meetings showing the Service Performance.
	4. SCI will not reimburse any costs for attending and preparing for these meetings.
2. Special Conditions
	1. Handover of data on expiry or termination of Agreement

At the request of SCI, made before or within {60} days after the expiration or termination of the Agreement, the Service Provider will make available to SCI, through an encrypted channel, a complete and secure download file of SCI data in CSV format along with attachments in their native format. Sixty-one (61) days after expiration or termination of the Agreement, the Service Provider will notify SCI of its intention to unrecoverably delete all SCI data from the Service Provider’s system; upon SCI’s positive acknowledgement of such deletion, or SCI’s failure to respond within ten (10) business days of the Service Provider having provided notice of such pending deletion, the Service Provider will complete the deletion of all SCI data. If SCI requests that the Service Provider not execute the aforementioned deletion, the Parties will work in good faith toward an amicable resolution

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| **Signed on behalf of {insert name of Service Provider}**  |  | **Signed on behalf of Save the Children International, {insert country} Country Office**  |
|  |  |  |
| Title: |  | Title: |
| Name: |  | Name: |
| Date:  |  | Date:  |

SCHEDULE 1 – SERVICE REPORTING TEMPLATE

SCHEDULE 2 – TECHNICAL SPECIFICATIONS TEMPLATE