**Invitation to Tender (ITT) - INTERNATIONAL TENDER - for Provision of Financial Services for Cash Delivery in USD and SSP currencies to GOAL Operating Areas (Juba, Ulang, Twic, Abyei, Renk, Kajo Keji, Rubkona and any other new location) under Three Years service Framework Agreement**

**Starting from September 2025 to August– 2028**

**REF: JUB-ZZ8-39459**

|  |
| --- |
| **GOAL is completely against fraud, bribery, and corruption.**  **GOAL does not ask for money for bids. If approached for money or other favours, or if you have any suspicions of attempted fraud, bribery or corruption please report immediately to email** [**speakup@goal.ie**](mailto:speakup@goal.ie)  **Please provide as much detail as possible with any reports** |

# About GOAL

Established in 1977 GOAL is an international humanitarian and development agency committed to working with communities to achieve sustainable and innovative early response in crises and to assist them to build lasting solutions to mitigate poverty and vulnerability. GOAL has worked in over 60 countries and responded to almost every major humanitarian disaster. We are currently operational in 14 countries globally. For more information on GOAL and its operations please visit <https://www.goalglobal.org/>.

GOAL has been working in South Sudan since 1985 with a focus on health, nutrition, WASH, food security and livelihoods and registered with Relief & Rehabilitation Commission (Registration #67). GOAL South Sudan is implementing programmes in Ulang and Renk in Upper Nile State, Twic, Gogrial East and Gogrial West in Warrap State, Abyei Special Administrative Area and Kajo Keji in Central Equatorial State and Rubkona in Unity State. GOAL South Sudan is funded by a number of donors, including Irish Aid, ECHO, WFP, UNICEF, WHO, Bank of Ireland, and South Sudan Humanitarian Fund (SSHF).

# Proposed Timelines

|  |  |  |
| --- | --- | --- |
| **Line** | **Item** | **Date, year, time, and time-zone** |
| 1 | ITT published | 12th June, 2025 |
| 2 | Closing date for clarifications | 3rd July 2025 at 17:00 hrs Khartoum Time |
| 3 | Closing date and time for receipt of Tenders | 11th July 2025 at 17:00 hrs Khartoum Time |
| 4 | Tender Opening Location | GOAL Head office, Juba Located at Juba Na Bari, Tongping |
| 5 | Tender Opening Date and time | 15th July 2025 at 11:00hrs Khartoum Time |
| 6 | Contracting Period | August 2025 |

# note; ALL BIDDERS ARE INVITED FOR THE TENDER OPENING AS SCHEDULED ABOVE.

# Overview of requirements

## 3.1 Services Specification

GOAL invites prospective suppliers/bidders to submit their offers for the provision of financial services for cash delivery in the currencies of United States dollars (USD) and SSP to GOAL operating areas for the period of 3-years (September 2025 to August 2028) under framework agreement (FWA). The technical parameters must meet or exceed minimum requirements outlined for the service delivery at/to GOAL in the Terms of Reference (Appendix 2).

# Type of Contract – Framework Agreement (FWA)

A framework agreement (FWA) is an agreement with a single supplier (or group of suppliers) to establish terms governing contracts that may be awarded during the period of the FWA. GOAL , as contracting authority, does not guarantee any volume of orders under FWAs as all purchases will be based on the needs and activities of GOAL.

The FWA will set prices for the FWA duration (initially for 1 year with the possibility to renew on an annual basis up to a maximum of 3 years) subject to successful performance review. Prices and the quality of the service received will be reviewed jointly on an annual basis by GOAL and framework suppliers to make sure it’s satisfactory and within current market value.

To participate in the FWA, respondents will need to be successful in this tender exercise. When an FWA is established with a supplier, the purchasing mechanism will be based on annual service level agreement (SLA)- so when GOAL requires a supply or service provision, annual SLA will be issued and shall be signed by both parties to confirm the terms. Each SLA shall be be an individual contract based on the agreed terms in the FWA.

The winning tenderer(s) will be required to enter into a Framework Agreement with GOAL for Provision of GOAL South Sudan Fleet Insurance Cover Services on the conditions set out into this ITT Terms of Reference (Appendix 2), GOAL Fleet and sum to be insured (Appendix 3), Financial offer (Appendix 4), GOAL Standard Terms and Conditions (Appendix 5), Supplier Code of Conduct (Appendix 6) and other documents which form the Response Format.

In case of establishing a multi-supplier Framework Agreement the purchasing mechanism will be based on a rotation or priority system, with individual orders placed according to GOAL’s internal priorities at the time of order.

# Terms of the Procurement

## Procurement Process

* + 1. This invitation to tender (ITT) is under an **International tender**, the basic requirements with which proposals must comply with are detailed in section 5 of this ITT.
    2. This competition is being conducted under GOAL’s Open International Tender Procedure.
    3. The Contracting Authority for this procurement is GOAL.

## Clarifications and Query Handling

* + 1. GOAL has taken care to be as clear as possible in the language and terms it has used in compiling this ITT. Where any ambiguity or confusion arises from the meaning or interpretation of any word or term used in this document or any other document relating to this tender, the meaning and interpretation attributed to that word or term by GOAL will be final. GOAL will not accept responsibility for any misunderstanding of this document or any others relating to this tender.
    2. Requests for additional information or clarifications can be made up to 5 working days (as outlined in section 2-Proposed timelines) before the deadline, and no later. Any queries about this ITT should be addressed in writing to GOAL via email on [clarifications@goal.ie](mailto:clarifications@goal.ie) and answers shall be collated and published online at <https://www.goalglobal.org/tenders> in a timely manner.

## Conditions of Tender Submission

* + 1. Tenders must be completed in English.
    2. Tenders must respond to all requirements set out in this ITT and complete their offer in the Response Format outlined in section 7.
    3. Failure to submit tenders in the required format will, in almost all circumstances, result in the rejection of the bid.
    4. Tenderers must disclose all relevant information to ensure that all tenders are fairly and legally evaluated. Additionally, tenderers must provide details of any implications they know or believe their response will have on the successful operation of the contract or on the normal day-to-day operations with GOAL. Any attempt to withhold any information that the tenderer knows to be relevant or to mislead GOAL and/or its evaluation team in any way will result in the disqualification of the tender.
    5. Tenders must detail all costs identified in this ITT. Additionally, tenders must detail any other costs whatsoever that could be incurred by GOAL in the usage of services and/or the availing of options that may not be explicitly identified/requested in this ITT. Tenderers’ attention is drawn to the fact that, in the event of a Contract/ Framework Agreement being awarded to them, the attempted imposition of undeclared costs will be considered a condition for default.
    6. Any conflicts of interest (including any family relations to GOAL staff) involving a tenderer must be fully disclosed to GOAL particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the tenderer.
    7. GOAL will not be liable in respect of any costs incurred by respondents in the preparation and submission of tenders or any associated work effort.
    8. GOAL will conduct this tender, including the evaluation of responses and final awards in accordance with the detail set out at in the Evaluation process. Tenders will be opened by at least three designated officers of GOAL.GOAL is not bound to accept the lowest, or any tender submitted.
    9. GOAL is under no obligation to accept the lowest or any other bid received in response to this tender and reserves its right to reject any or all the bids(part/full) including incomplete bids without assigning reason whatsoever.
    10. GOAL reserves the right to split the award of this contract between different bidders in any combination it deems appropriate, at its sole discretion.
    11. The tenderer shall seek written approval from GOAL before entering into any sub-contracts for the purpose of fulfilling this contract. Full details of the proposed subcontracting company and the nature envisioned engagement of sub-contractor/s into this contract shall be included in tenderer’s bid.
    12. GOAL reserves the right to refuse any subcontractor that is proposed by the Supplier.
    13. GOAL reserves the right to negotiate with the Supplier who has submitted the lowest Bid that fully meets the technical requirements, for the purpose of seeking revisions of such Bid to enhance its technical aspects and/or to reduce the price.
    14. 4.3.14 Information supplied by respondents will be treated as contractually binding. However, GOAL reserves the right to seek clarification or verification of any such information.
    15. GOAL reserves the right to terminate this competition at any stage.
    16. Unsuccessful tenderers will be notified.
    17. GOAL’s standard payment terms are by bank transfer within 30 days after satisfactory implementation and receipt of documents in order. Satisfactory implementation is decided solely by GOAL.
    18. This document is not construed in any way as an offer to contract.
    19. GOAL and all contracted suppliers must act in all its procurement and other activities in full compliance with donor requirements. Any contract(s) that arise from this ITT may be financed by multiple donors and those donors and/or their agents have rights of access to GOAL and/or any of its suppliers or contractors for audit purposes. These donors may also have additional regulations that it is not practical to list here. Submission of an offer under this ITT assumes Service Provider acceptance of these conditions.
    20. **Terrorism and Sanctions:** GOAL does not engage in transactions with any terrorist group or individual or entity involved with or associated with terrorism or individuals or entities that have active exclusion orders and/or sanctions against them. GOAL shall therefore not knowingly purchase supplies or services from companies that are associated in any way with terrorism and/or are the subject of any relevant international exclusion orders and/or sanctions. If you submit a bid based on this request, it shall constitute a guarantee that neither your company nor any affiliate or a subsidiary controlled by your company are associated with any known terrorist group or is/are the subject of any relevant international exclusion order and/or sanctions. A contract clause confirming this may be included in an eventual purchase order based on this request.
    21. GOAL requires all contracted suppliers and sub-contractors to observe the highest standard of ethics during the procurement process, selection and contract execution of goal’s contracts, and refrain from fraud and corruption. GOAL has zero tolerance for fraud, bribery or corruption in any form and will reject any bids if the organization determines that the bidding company, any of its personnel, or its sub-contractors, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;

## Quality Control

3rd party service providers may be contracted by GOAL to carry out random quality inspections of supplies carried out by the contracted party. The cost of the quality control inspections will be covered by GOAL.

In cases of supplier’s quality default in addition to Liquidated Damages section 21 of GOAL Standard Terms and Conditions the costs of the quality inspections and loading surveyor will be charged to the Contractor.

Sub-contracting: note section 3 in GOAL Standard Terms and Conditions. GOAL may choose to visit vendors, including sub-contractors (if any) as per of the evaluation process.

## Submission of Tenders

Tenders must be delivered in the following way:

1. Electronically with your offers in same email to [tender@ss.goal.ie](mailto:tender@ss.goal.ie) and in the subject field state:
2. **JUB-ZZ8-39459\_** **Provision of financial service for cash delivery under three (3) Year-FWA**
3. **Name of your company with the title of the attachment when applying as a company.**
4. **Number of emails that are sent e.g. 1 of 3, 2 of 3, 3 of 3**

All documents attached to emails must be in PDF or scan form. Any excel or word documents must be accompanied by a PDF or scan version of the document. Documents submitted solely in excel, word or other ‘soft copy’ format shall lead to the bid being rejected.

Links to share drives will not be accepted unless it is necessary due to file size. All documents submitted via links to shared drive must not be modified after the closing date and time for the receipt of bids (timestamp must clearly indicate that they haven't been modified). Documents submitted via links to a shared drive that have been modified after the closing date and time will not be accepted.

1. Physical bids - If electronic bid submission is not possible, please submit in a sealed envelope marked **JUB-ZZ8-39459** with the words ‘*not be opened before the deadline of* ***11th July 2025 at 17:00Hrs* South Sudan Local Time** *by the tender committee’* with your financial and technical offers inside one envelope marked as Financial Offer and Technical Offer.

Envelope may be sent either by courier services or delivered by hand; and will be accepted during normal working hours for the country of submission. Please note that the GOAL office will not be open during weekends or public holidays.

**! Proof of sending is not proof of reception, either electronically or with post/courier/other physical service. Late delivery will result in your bid being rejected. Envelopes found open at the tender opening will be rejected. All information provided must be perfectly legible.**

## Tender Opening Meeting

Tenders will be opened as per the section 2 at the following location:

GOAL Office

Locate at Juba, South Sudan, Juba Na Bari,Tongping

One authorised representative of each tenderer may attend the opening of the bids. Tenderers wishing to attend are requested to notify their intention by sending an e-mail at least 48 hours in advance to the following e-mail address: [tender@ss.goal.ie](mailto:tender@ss.goal.ie).

Bidders are invited to attend the Tender Opening Meeting at their own cost.

# Evaluation Process

## Evaluation stages

Tenderers will be considered for participation in the Contract subject to the following qualification process:

|  |  |  |
| --- | --- | --- |
| **Phase #** | **Evaluation Process Stage** | **The basic requirements with which proposals must comply with** |
| *The first phase of evaluation of the responses will determine whether the tender has been submitted in line with the administrative instructions and meets the essential criteria. Only those tenders meeting the essential criteria will go forward to the second phase of the evaluation.* | | |
| 1 | **Administrative instructions** | 1. **Closing Date:**   Proposals must have met the deadline stated in section 2 of these Instructions to Tenderers, or such revised deadline as may be notified to Tenderers by GOAL. Tenderers must note that GOAL is prohibited from accepting any proposals after that deadline.   1. **Submission Method:**   Proposals must be delivered in the method specified in section 4.5 of this document. GOAL will not accept responsibility for tenders delivered by any other method. Responses delivered in any other method may be rejected.   1. **Format and Structure of the Proposals:**   Proposals must conform to the Response Format laid out in section 6 of these Instructions to Tenderers or such revised format and structure as may be notified to Tenderers by GOAL. **Failure to comply with the prescribed format and structure may result in your response being rejected at this stage.**   1. **Confirmation of validity of your proposal:**   The Tenderers must confirm that the period of validity of their proposal is not less than 90 (ninety) days. |
| **2** | Exclusion criteria | **N/A** |
| **3** | **Essential Criteria** | **Minimum mandatory requirements of specifications or contract performance.**   * Valid registration certificate with the Government OF South Sudan (GSS). International firms must secure clearance from the GSS to operate in the country. * Three references that can be verified by GOAL for similar services * Valid tax clearance certificate * MoU/letter of engagement/relevant certification with Bank/ financial institute to provide cash delivery services * Acceptance of reimbursement of funds transferred and payment of service fee in arrears. * Audited books of accounts for the past three years (2021/2022, 2022/2023,2023/2024). |
| *Each bid that conforms to the Exclusion and Essential Criteria will be evaluated according to the Award Criteria*  *given below by GOAL.* | | |
| **4** | **Award Criteria** | Tenders will be awarded marks under each of the award criteria listed in this section to determine the most economically advantageous tenders.  (Price – 35%, Quality – 55% and Delivery – 10%) |
| **5** | **Due Diligence Checks** | Successful bidder/s will be screened in line with Anti-Terrorism and Sanction checks. GOAL will not contract with bidders who do not pass those checks as per clause 5.3.20 of this document. References and other checks will be completed, and quality assessed. In-depth review of financial accounts and other documents submitted will be completed; bidder is judged to have requisite financial stability and legal status. |

## Tender Evaluation

GOAL will convene an evaluation team which may include members of the Finance, Logistics, Programmes, Donor Compliance and Internal Audit.

During the evaluation period clarifications may be sought by e-mail from tenderers. Clarifications may include testimonials from customers in support of particular aspects of a tender, whether such aspects are contained in the original submission or in subsequent responses to requests for clarification. Deadlines will be imposed for the receipt of such clarifications and failure to meet these deadlines may result in the disqualification of the tenderer or loss of marks. Responses to requests for clarification shall not materially change any of the elements of the proposals submitted. Unsolicited communications from Tenderers will not be entertained during the evaluation period.

## Award Criteria

|  |  |  |
| --- | --- | --- |
| **Award Criteria** | | **Score** |
| **1.Quality/ Technical** | | 55% |
| 1. | * 1. Provide a brief (maximum 3 pages) company profile and technical proposal to meet the service requirements. (The technical proposal must cover experience, service capacity, cash transfer timelines, information and support required from GOAL for transfers). |  |
| * 1. In Addition to the company profile and technical proposal the bidder must complete the questionnaire on minimum requirements (please complete even if stated in technical proposal). These tables will be used for the evaluation/comparison of offers. Refer to Appendix 3. |  |
| * 1. Bidders shall briefly outline their data protection processes and any compliance within international standards.. |  |
| **2.Delivery Lead time –** Bidders shall give the areas of South Sudan where the company have experience of transferring funds to in the last 2 years. Please specify in the tables below even if stated in the technical proposal. | | 10% |
| **2.** | |  |  |  | | --- | --- | --- | | **Location** | **State** | **Frequency of delivery** | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | | |
| Bidders shall state the estimated lead times for the delivery of requested funds as outlined below:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Location** | **Amount (USD) per month** | **Delivery lead time (days)** | **Amount (SSP) per month** | **Delivery lead time (days)** | | ABYEI | 42,048 |  | 4,405,282 |  | | ULANG | 57,639 |  | 4,025,463 |  | | TWIC | 67,503 |  | 8,768,467 |  | | JUBA | 23,237 |  | 3,425,065 |  | | KAJO KEJI | 25,611 |  | 1,318,919 |  | | RENK | 60,639 |  | 9,297,679 |  | | RUBKONA | 1,640 |  | 1,561,875 |  | | OTHER AREAS IN South Sudan | 5,000 |  | 100,000 |  | | |
| 1. **Price** | | 35% |
| **3** | The inverse proportion method shall apply in the price analysis. Score vendor = 35 x (price min / price vendor) |  |
| **Total** | | **100%** |

All prices must be in USD and SSP as required in financial offer section and a comprehensive and clear breakdown of prices must be shown as part of the financial offer- any transport fees, taxes, customs charges, component parts, packing fees etc. must be shown separately.

Prices offered will be evaluated on full cost basis (including all fees and taxes). During the analysis of bids, if bids were not submitted in the required currency, we will convert all bids in USD at the InforEuro rate for the date of bid opening. (See <http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/index_en.cfm> )

Marks for cost will be awarded on the inverse proportion principle (shown below):

Score = points available x (lowest price offered/ bidder offer price)

**ALL FINANCIAL OFFERS MUST BE MADE ON THE BASIS OF ‘BEST AND FINAL OFFER’.**

# Response Format

All proposals must conform to the response format laid out below.

By responding to this ITT, each Tenderer is required to accept the terms and conditions of this ITT. Should a Tenderer not comply with these requirements, GOAL may, at their sole discretion, reject the response.

If the Tenderer wishes to supplement their Response to any section of the ITT specifications with a reference to further supporting material, this reference must be clearly identified, including section and page number.

## Submission Checklist

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Line** | **Item** | **How to submit** | | **Tick attached** |
| **Electronic submission** | **Physical submission** |  |
| 1 | This checklist | Ticked, scan and save as ‘Checklist’ | Tick and submit. |  |
| 2 | Compay registration certificate to operate in the Republic of South Sudan | Submit copies, scan and save as ‘Registration’ | Submit copies |  |
| 3 | Three references that can be verified by GOAL for similar services | Submit copies, scan and save as ‘reference’ | Submit copies |  |
| 4 | Tax Clearance Certificate | Submit copies, scan and save as ‘Tax Clarance’ | Submit copies |  |
| 5 | MoU/letter of engagement/relevant certification with Bank/ financial institute to provide cash delivery services | Submit copies, scan and save as ‘MOU/Letter of Engagement’ | Submit copies |  |
| 6 | Acceptance of reimbursement of funds transferred and payment of service fee in arrears | Submit copies, scan and save as ‘acceptance’ | Submit copies |  |
| 7 | Appendix 1 - Contact Details included section 2 and 3 | Sign, scan and save as ‘contact Details’ | Sign, stamp and submit. |  |
| 8 | Appendix 2 Terms of Reference signed | Complete, sign & stamp, scan and save as ‘Term of reference’ | Complete, sign, stamp and submit. |  |
| 9 | Appendix 3 – Review of business practice filled and signed | Complete, sign & stamp, scan and save as ‘Review of business practice’ | Complete, sign, stamp and submit. |  |
| 10 | Appendix 4 – Financial Offer filled and signed | Complete, sign & stamp, scan and save as ‘Financial Offer’ | Complete, sign, stamp and submit. |  |
| 11 | Audited books of accounts for the past three years (2021/2022, 2022/2023, 2023/2024). | Submit copies, scan and save as ‘Audited books’ | Submit copies |  |
| 12 | Technical Offer form | Form completed, signed, stamped, scan and save as “Technical offer” | Complete, sign, stamp and submit. |  |
| 13 | Appendix 5 – GOAL Terms and Conditions for Purchase of Works and Services | Complete, sign & stamp, scan and save as ‘GOAL Terms & Conditions’ | Complete, sign, stamp and submit. |  |
| 14 | Appendix 6 Supplier Code of Conduct | Submit copies, scan and save as ‘GOAL Supplier Code of Conduct’ | Submit copies |  |

Appendix 1 – COMPANY INFORMATION

|  |  |  |
| --- | --- | --- |
| Company Name |  | |
| Registered address of the prime Tenderer |  | |
| Year Established |  | |
| Please state the name of any other persons/organisations (except your company) who will benefit from this contract (GOAL compliance matter) |  | |
| Parent company |  | |
| Ownership |  | |
| Do you have associated companies? Tick relevant box. If YES – provide details for each company in the line below. | Yes/No | |
|  | |
| Associated company details (if applicable) |  | |
| If successful, do you agree to work under GOAL’s Terms and Conditions of contract (attached as Appendix 4). | Yes/No | Comments/Attachments |
|  |  |
| If successful, do you agree to sign the contract as per GOAL’s contract template (attached as Appendix 5) | Yes/No | Comments/Attachments |
|  |  |
| If successful, do you agree to abide by GOAL’s Supplier code of conduct for the delivery of goods/services/works?  (attached as Appendix 6) | Yes/No | Comments/Attachments |
|  |  |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| A statement of overall turnover and turnover in respect to the goods and services offered under the proposed agreement for the last three years as per the following table: | | |
| **Year** | **Overall Turnover USD** | **Offered Goods Turnover USD** |
| **2024** |  |  |
| **2023** |  |  |
| **2022** |  |  |

***Note that wining bidder/s will be required to submit further information as part of supplier registration process before finalisation of contract award.***

|  |
| --- |
| By submitting a bid under this Invitation to Tender (ITT) JUB-ZZ8-39459, the bidder hereby asserts that the following statements are correct at the time of submission; and further undertakes to inform GOAL of any changes in status of these matters. |
| The bidder is not bankrupt or is being wound up, neither are its affairs are being administered by the court nor has entered into an arrangement with creditors or has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulation.  The bidder is not the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws and regulations.  Neither the bidder, a Director or Partner, has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata nor been guilty of grave professional misconduct in the course of their business.  The bidder has fulfilled all its obligations relating to the payment of taxes or social security contributions in Ireland or any other state or country in which the tenderer is located or doing business.  Neither the bidder, a Director or Partner has been found guilty of: fraud, money laundering, corruption; convicted of being a member of a criminal organisation; nor of serious misrepresentation in providing information to a public buying agency  The bidder has not contrived to misrepresent its Health & Safety information, Quality Assurance information, or any other information relevant to this application.  That all data subjects have specifically consented to the use and storage of their data by GOAL for the purpose of analysing the bids and awarding a contract under this tender; and further understood that the personal data may be shared internally within GOAL and externally if required by law and donor regulations; and may be stored for a period of up to 7 years from the award of contract. |

I confirm that my bid has a validity of ..**90**.. days. *If your bid does not have this validity, please state what bid validity you offer.*

I confirm that the bid and the costs provided to accompany it are an accurate reflection of the costs that will be charged to GOAL according to the information provided in this Invitation to Tender; and that there are no other costs associated. I also confirm that I have the authority to sign on behalf of the company that is bidding.

|  |  |  |  |
| --- | --- | --- | --- |
| Signed: |  | | |
| Print name: |  | Position: |  |
| Company Name: |  | Date: |  |
| Address: |  | | |

APPENDIX 2 – TERMS OF REFERENCE – TECHNICAL OFFER

**TERMS OF REFERENCE - FOR PROVISION OF FINANCIAL SERVICES FOR CASH DELIVERY IN THE CURRENCIES OF UNITED STATED DOLLAR (USD) AND SOUTH SUDAN POUND (SSP) TO GOAL OPERATING AREAS UNDER THREE-YEAR SERVICE FRAMEWORK AGREEMENT (2025 – 2028)**

**1. About GOAL**

Established in 1977, GOAL is an international humanitarian and development agency committed to working with communities to achieve sustainable and innovative early response in crises and to assist them to build lasting solutions to mitigate poverty and vulnerability. GOAL has worked in over 60 countries and responded to almost every major humanitarian disaster. We are currently operational in 14 countries globally. For more information on GOAL and its operations please visit [https://www.goalglobal.org](https://www.goalglobal.org/)

Since 1985, GOAL has been actively engaged in South Sudan, prioritizing health, nutrition, WASH, food security, and livelihood initiatives. Registered with the Relief & Rehabilitation Commission (Registration #67), GOAL is currently implementing programs in various regions including Ulang and Renk in Upper Nile State, Twic, Gogrial East and Gogrial West in Warrap State, the Abyei Special Administrative Area, Kajo Keji in Central Equatorial State and Rubkona in Unity State.

**2. Scope of Work**

GOAL seeks to secure a service provider for provision of cash transfer/delivery service in USD and SSP to GOAL offices and activity areas throughout South Sudan for the period starting 1st September 2025 to 31st August 2028. The service provider will be responsible to provide cash in the currency and denominations requested by GOAL and be responsible for its delivery to a GOAL office or activity. The service provider will be reimbursed by GOAL following completion of the transfer and submission of an invoice and supporting documents.

**3. Service Requirement**

Provision of cash delivery in USD and SSP to GOAL offices or activities throughout South Sudan.

**4. Responsibility of the Service Provider**

The service provider will:

* Provide cash deliveries in USD and SSP in denominations requested by GOAL.
* Cover all insurance and liability for transfers.
* Cover all transport and accommodation costs for staff or representatives undertaking activities included in the service contract
* Submit invoice with signed funds receipt form(s) within 5 days of delivery of funds. Invoices must contain the full company name and address, bank details and be signed by an authorised representative of the company. The transfer value and service fee must be stated separately.
* Accept reimbursement by GOAL for the full value of the funds transferred and any service fee within a maximum of 14 working days of verified receipt of funds and submission of invoice
* Accept reimbursement by GOAL into a company bank account in USD.
* Provide a specific contract contact with company email addresses and phone numbers.
* Provide the name, phone number and ID number for any representative(s) transferring funds
* Provide cash distribution services to GOAL programme beneficiaries as required under an activity specific term of reference and costing model in line with the standard terms of the Service Contract.
* Ensure all personal data of GOAL employees, programme beneficiaries or other cash recipients is received, transmitted, and stored securely, and treated as highly confidential. Any data breach may result in serious legal consequences for the service provider.

**5. Responsibility of GOAL**

GOAL will:

* Submit monthly cash transfer requirement for field locations between the 5th and 10th of each month for delivery between the 15th-20th of the month.
* Submit specific cash requirements with 2 days’ notice for transfers delivered to Juba.
* Provide details of any and all staff authorised to request transfers.
* Provide the Service Provider with the name, contact number and identification number for any GOAL staff receiving transferred funds
* Provide the Service Provider with the beneficiaries’ cash distribution list including name, contact number, identification number and location for cases of distributions.
* Effect the re-imbuement to the service provider within 14 days after the invoice received through bank transfer to the account specified in the contract.

**6. Essential Criteria**

The successful service provider MUST present/possess the valid copies of the following legal and competency documents:

* Valid registration certificate with the South Sudan Government.
* Three references that can be verified by GOAL for similar services
* Valid tax clearance certificate
* MoU/letter of engagement/relevant certification with Bank/ financial institute to enable cash delivery services
* Acceptance of reimbursement of funds transferred and payment of service fee in arrears.

**7. Award Criteria**

* **As stated under section 6.2 Tender Evaluation of this document**

APpendix 3: Review of Business Practice

|  |  |  |
| --- | --- | --- |
| **S/N#** | **Description** | **Response**  **Yes (Y) /**  **No (N)** |
|  | **Can you meet GOAL service requirements?** |  |
| **A** | Transfers in USD and SSP in requested denominations |  |
| **B** | Cover all transport and accommodation costs for staff or representatives undertaking activities included in the service contract |  |
| **C** | Submit invoices with signed funds receipt form within 5 days of delivery of funds.  Invoices must contain the full company name & address, bank details and be signed by an authorised representative of the company. The transfer value and service fee must be stated separately. |  |
| **D** | Accept reimbursement by GOAL for the full value of the funds transferred and any service fee within a maximum of 30 working days of verified receipt of funds and submission of invoice |  |
| **E** | Accept reimbursement by GOAL into a company bank account in USD |  |
| **F** | Provide quote and exchange rate for transfer along with agent details within 12 hours of request from GOAL |  |
| **G** | Provide name, contact and ID in advance for any agent transferring funds |  |
| **H** | Provide cash distribution services to GOAL programme beneficiaries as required under an activity specific term of reference and costing model in line with the standard terms of the Service Contract |  |
| **I** | Ensure all personal data of GOAL employees, programme beneficiaries or other cash recipients is received, transmitted and stored securely, and treated as highly confidential. Any data breach may result in serious legal consequences for the service provider. |  |
| **J** | Can transfer cash to Agok |  |
| **K** | Can transfer cash to Ulang |  |
| **L** | Can transfer cash to Twic |  |
| **M** | Can transfer cash to Juba |  |
| **N** | Can transfer cash to Kajo Keji |  |
| **O** | Can transfer cash to Renk |  |
| **P** | Can transfer cash to Rubkona |  |
| **Q** | Can transfer cash to Potential new Area |  |
|  | **Remarks** |  |

**Pl****ease state your lead time from the period of contract signing to contract implementation**

APPENDIX 4-Financial Offer

**The table provided below are preferable for GOAL, but bidders may use their own format as long as the costs of the transfers are clear. Simplified pricing structures are preferable.**

Service providers may provide their quote as a percentage of the amount transferred **or** as a flat fee per cash drop **or** a combination of both. Please mark any fee categories that do not apply as N/A.

For the purposes of comparison of offers only, GOAL will use the anticipated value and frequency of transfers outlined in Annex 2 in the calculation of a total cost of service over a 3-year period. This does not imply any commitment by GOAL to a minimum level of service on this contract.

Please note it is GOAL standard practice to drop USD and SSP at the same time in a single delivery.



**Please state your lead time from the period of contract signing to contract implementatioN.**

**credit agreement**

What is the MAXIMUM credit value in USD you can offer GOAL?

What is the MAXIMUM credit period? (Please state in number of days if you can accept reimbursement in greater than 30 days).

I confirm that I have the authority to sign and submit on behalf of the company that is bidding.

|  |  |  |  |
| --- | --- | --- | --- |
| Signed: |  | | |
| Print name: |  | Position: |  |
| Company Name: |  | Date: |  |
| Address: |  | | |

# Appendix 5 – terms and conditions for contracts for procurement of goods WORKS AND SERVICES



# Appendix 6 - GOAL Supplier code of conduct

