

Terms of Reference (TOR) for Cash and Voucher Assistance Programming (Value Voucher) package distribution and digitalization

1. Background:

Aasaman Nepal (ASN) is one of the leading Terai-based NGOs managed by social activists since its establishment (1999) in Dhanusha, Janakpur. It is registered in District Administration Office and has been affiliated with the Social Welfare Council, along with the Inland Revenue Office Kathmandu. ASN is engaged in developing and implementing programs aimed at the protection, promotion, and fulfillment of child rights in Nepal. The key areas of expertise are Education & Child Protection, Health & Nutrition, Natural Resource Management & Livelihood, DRR, Emergency Response, & Humanitarian Response, Governance, and Women Empowerment. Aasaman Nepal is a strategic and thematic partner for Learn and is implementing Learn Project and NRK-Telethon Girls Not Bride project.

2. Background/Context:

The organization has been implementing the Child, Not Bride- Project in five Municipalities of the Dhanusha district (Bideh, Kamala, Sahidnagar, Sabaila Municipality & Janaknandani Rural Municipality) in 37 schools at present. The goal of the project in Nepal is to reduce child, early and forced marriage" in 5 respective municipalities in Dhanusha. The following are the outcomes (objectives) of the project:

- Outcome 1: Retention of girls in school
- Outcome 2: Knowledge of sexual and reproductive health and rights among adolescents
- Outcome 3: Strengthened economic opportunities for girls and families at high risk of CEFM
- Outcome 4: Communities embrace social norms that value the girl child and support them to delay marriage
- Outcome 5: Increased responsiveness of duty bearers at national, district, and sub-district levels to prevent and respond to child rights violations, particularly CEFM.

This **TOR** has been developed for **“Cash and Voucher Assistance (CVA)” programming into Vocational Training and for the business startup support to Young Women.**

This TOR has been developed to support the program participants (beneficiaries) for business start up support who have received vocational training through Cash and Voucher Assistance (CVA) modality with focus on value voucher. Number of vendors depends upon the selection of types of business and beneficiaries demand.

2. Objective:

In order to make the value voucher process more efficient, Aasaman Nepal Dhanusha is seeking for a CVA digital service provider for the effective implementation of the project in terms of digital accountability compliance and data management. The overall objective of the service provider is to ensure the efficient delivery of services related to CVA digital documentation processes, digital card issuance, redemption of value voucher (online and offline) payment to traders, beneficiary registration, real-time tracking, dash board preparation, digital application for vendors (for redemption) who can choose number and quantity of items that program participants demand. The initial plan is to support with the

value of NPR 55,000–65,000 per person through value voucher modality to about 45 selected young women of 18 to 24 age. Similarly, through the same modality purchase vocational training materials for 50 young women of the 18 to 24 age group of worth NPR Rs. 20,000 per persons in the project participants in Dhanusha districts.

3. Scope of work and services:

The business startup support for trade operate value voucher is valued initially at the range of NPR: 55000–60000 (Based on beneficiary demand amount should be changed) and will be delivered to approximately to 45 vulnerable young women. Similarly, the vocational training materials value voucher is valued initially at the range of NPR: 20,000. However, the figure of support may be changed as per the demand and business plan of participants during training. The overall scope of the e-voucher service is to deliver startup support (livelihoods) value voucher to the target Telethon: Child, Not Bride Project's participants will use card-based e-voucher delivery mechanisms with Project Participants registration and tracking in both online and offline mode.

The Electronic-voucher Service Providers/Consultant is responsible to,

- Provide consultation and technical assistance to Aasaman Nepal to develop high-quality e-voucher program design and roll out as appropriate.
- Support to build the technical capacity of Aasaman Nepal staffs to execute e-voucher (card-based technology) service.
- Provide software platform and enumerator training to conduct household surveys, and vendor registration; prepare and manage a database of Project Participants, local traders/vendors, and transactions. Duplication of Project Participants needs to be managed throughout the project period and provide a final list of Project Participants.
- Should follow the Project Participants' registration template provided by Aasaman Nepal with support from Plan International Nepal and modify the system accordingly.
- Project participants' face detection during registration and during encashment of the voucher needs to be ensured.
- Drop-out of project participants needs to be managed through the system during the course of the project. As per the requirement of the project, new project participants will be added later but within the project period.
- Printing of QR codes or cards to distribute to the targeted project participants detailing the value of the voucher with orientation to project participants for importance and use of value voucher
- The designed mobile application and web-based platform should be designed in such a way so that can be reused in similar-natured future programming of Aasaman Nepal, especially in the humanitarian sector.
- Mobile app and Web should be hosted in a secure server/data center with SSL login for web hosting
- Designing IEC materials on the e-voucher program (video-based documentation/ related to social media & others) so that the Project Participants and stakeholders

are familiar with the system and translate them into multiple languages such as English, Nepali, Maithali, and other local languages.

- Deliver training/orientation to local traders/vendors about the exchange of e-vouchers via digital methods using smartphone applications even in offline modes
- Vendors number might vary based on the specific needs of the program participants, they should be able to redeem the voucher with more than one vendor (multiple transactions).
- Provide a web-based app to view transaction records in real-time with analytics and disaggregated report generation capabilities.
- Coordinate with Aasaman Nepal and vendors in projects related to technical matters, especially the distribution process.
- Provide a system that can record and generate disaggregated program Participants' reports on the type and price, quantity of goods and services availed for the exchange of value vouchers.
- Provide daily transaction reports of the distribution with details that can be visualized in the platform.
- Provide all the technical support required for distribution throughout the project period including on-site support in the project area.
- Prepare and submit the final payment sheet to Aasaman Nepal based on the transactions between program participants and vendors.
- Ensure gender equality and social inclusion (GESI), safeguarding, and social protection sensitivity are integrated into the e-voucher program design.
- Develop written SOPs (both in English and Nepali language) in accordance with Aasaman Nepal requirements
- Ensure that program implementation is responsive to communities and consistent with Aasaman Nepal's relevant program guidelines, principles, values, quality standards, and strategic plan.
- Technical execution of the e-voucher transfer program in collaboration with Aasaman Nepal and Plan International Nepal technical staff.
- Adhere to Aasaman Nepal and Plan International Nepal's Data Privacy Policy.
- Provide training to Aasaman Nepal staff and vendors for smooth implementation of CVA programming.
- Program participants 95 are less so expect service from the service provider for a long time (until all the distributed vouchers are redeemed) with minimal cost. The program participants should vary.
- Regular monitoring of transactions till the end of the project and report any suspicious transaction activities and rectify the issue as appropriate.

The E-Voucher Service Provider/Consultant must provide a web-based software application that includes the following specifications:

- Only the Employment Office, MERL Officer, Project Manager, and, IT Manager has access to the user data via the web-based interface.
- Provision to add users in the web-based interface.
- The application must be able to integrate with and securely transfer saved data to encrypted cloud storage environment.
- The application must be accessible on all internet browsing devices;
- The application must be able to transfer data into the standard Microsoft Office file formats such as EXCEL & DOC without prior modification to print the reports
- The application must be able to track Project Participants and local vendor's activities and must allow for data to be transferred and stored in a private cloud storage environment aligning with Plan International Nepal platform. ,
- Service provider must print a e-voucher card including toll free telephone support service in Nepali Language.
- Service provider must provide dash board for regular monitoring of transactions in the field.

4. Qualification for Consultant Firm

- Minimum of 2-3 years of experience in electronic voucher systems development including Mobile App and Web development especially with CVA programming in Nepal.
- Have successfully carried out the implementation of electronic voucher systems for CVA in different national/international organizations of Nepal.
- In-house software development team comprising of Project Manager, Business Analyst System Analyst, developers, and Quality Assurance
- Earlier experience working in development organizations with a focus on CVA focusing on development and humanitarian CVA programming.

5. Selection Criteria

Based on following criteria/minimum requirement proposal will be analyzed:

The following selection criteria will be used for technical evaluation of the proposals.	Weightage
Description	%
1. Does the consulting firm has consulting/working experience in the humanitarian sector in designing CVA programs and SOPs with like-minded agencies,	25%
2. Capacity/experience to design & printing with implementing e-voucher transfer through Card-based Technology service.	45%
3. Is the work plan proposed realistic and does the firm has the on-time project delivery capacity?	10%
4. Does the consultant team adheres to feminist principle and have equivalent gender representation in the team?	5%

5. Is Data security management included in the proposal?	5%
6. Does the consultant firm have adequate resources for required services support for this project?	10%
Total	100%

6. Deliverables and Payment Milestones (Final deliverables and milestones will also be discussed in detail as applicable)

S. No.	Activity	Timeline	Payment
1	Agreement between Aasaman Nepal and the consultant		40% of the total budget
1.	Kick-off meeting outlining project plan		
2.	Enumerators training		
3.	Project Participants registration /vendors registration		30% of the total budget
4.	E-voucher software design, the printing of e-voucher cards		
5.	SOPs development (English and Nepali language)		
6.	Project staff and Vendor Orientation/ Project Participants		
7.	IEC material development		
8.	Start to startup support to project participants		
9	Submission of final report and providing control of Project Participants' data		30 % of total cost (after completion of work)

7. Ethical and Child Safeguarding Statements

Child safeguarding is a term used to describe the responsibilities and activities undertaken to prevent or to stop children being abused or ill-treated. It is Plan's duty and responsibility to reduce the risks of abuse to the children whom we have contact with and keep them safe from harm. Plan's Child Safeguarding Policy, "Say yes to keep children safe", is Aasaman Nepal and Plan's overriding framework to protect children who come into contact with

organizations and individuals, including consultants, who are working on behalf of Aasaman Nepal and Plan to accomplish this task.

The consultant should include statements in the proposal on how he or she will ensure ethics and child protection in the situation analysis.

8. Supervision

This should be for Aasaman Nepal with CVA technical person from Plan International Nepal;

9. Proposals Content and Required Documents

Consultancy firms and individual consultant(s) are requested to submit their proposals which should contain the following:

- Interpretation and understanding of the terms of reference
- Capability statement, the scope of work (Profiles of the team members demonstrating their academic and professional qualifications and experiences in similar work profiles of the team members are to be included with written consent).
- References from previous clients
- Gantt chart with a fixed delivery time (work schedule)
- Financial proposal – fixed budget including appropriate government taxes
- Professional fees including appropriate government taxes
- VAT registration certificate
- Required legal documents and tax clearance certificate
- Evidence of work experience in designing and printing e-vouchers with proof of working with other like-minded organizations in Nepal
- Evidence of on-time project deliveries.
- Evidence of work experience in the humanitarian sector in designing CVA programs and SOPs.
- CV of the core team

10. How to apply

- (a) Interested consultancy firms and consultants to submit their technical and financial proposals demonstrating their ability to deliver on this assignment based on their qualifications and experience. Detailed '**Value Voucher Digitalization**' proposals should be submitted to **Aasaman Nepal, Ramanand Chowk, Dhanusha, Janakpur & Aasaman Nepal, Mahalaxmasthan, Lalitpur**; on the subject line of the outer envelope shall be:

"Cash and Voucher Assistance (CVA) startup support program in Dhanusha District
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Note: If an offeror submits the financial proposal (budget) within or in the same envelop as the technical proposal, it will be automatically disqualified.

11. Assignment duration

The assignment duration is from June 2023 (after signing the contract) valid through September 2023.

The deadline for submission of proposals is 9th June 2023 to 15th June 2023, 5:00 PM.

12. Intended Users

The intended users of this digital platform are Plan International Nepal, Aasaman Nepal, local selected vendors of Dhanusha, and Project Participants.

13. Property Rights

All information, data, and reports produced will ultimately be the sole property of Aasaman Nepal and Plan International Nepal and no part of the property in any form or way can be used for other purposes by the consultant, unless exclusive permission is obtained from Aasaman Nepal and Plan International Nepal.