

Call for Expression of Interest (EOI)

The Border Consortium (TBC) based in Thailand has been working with refugees who fled conflict in Burma/Myanmar since 1984. For three decades, TBC has been the main provider of food, shelter and other forms of support to the refugees in camps in Thailand. The nine camps supported by TBC are all situated in relatively remote location, close to the Burma/Myanmar border in four western provinces of Thailand. The nine camps have a total population of approximately 98,000 people.

TBC recently piloted e-vouchers in two refugee camps in Thailand and plans to incrementally expand the e-voucher system to the remaining seven refugee camps pending Royal Thai Government approval of the further expansion of the pilot. TBC would therefore like to identify potential qualified service providers as a precursor to the anticipated approval.

The e-voucher system should have the following features in order for participating households to purchase goods from designated vendors within the refugee camps:

Offline Capability: The e-voucher as well as the vendor terminal should be able to work in an offline environment i.e. without wifi or mobile networks, and with limited/infrequent access to electricity for charging equipment.

Dashboard/Centralized Platform: A dashboard/centralized platform is required for easy access to data on participating households, vendors and detailed sales transactions. The platform should be user-friendly, manageable by TBC staff with basic training and easy to customize for TBC's context. The platform should be able to integrate data (such as household, vendor data) from TBC's population database. TBC staff should have personalized access to the dashboard based on their roles and responsibility. Furthermore, designated staff should be able to add or remove participating households when required.

Smartcards: The system should utilize smartcards that are PIN protected. The smartcards should be capable of being denominated with values based on a household's vulnerability category and for purchase of specific food items only.

Multilingual Features: The system should be able to support more than one language (minimum English and Burmese) for ease of use. In addition, food items displayed in pictorial form on the vendor terminal would be beneficial for people who do not understand English or Burmese.

Qualified service providers are invited to submit their EOI proposal by **21 February, 2017** and include the following:

- A narrative with the company profile along with experience working with NGOs in similar contexts.
- A financial proposal with detailed breakdown of cost of services, equipment, training and taxes.
- Details of hardware and software required for a fully functional e-voucher system along with details of where they can be procured.
- Details on data protection and data security.

- Details on technical support offered to ensure timely and efficient implementation of the e-voucher system.
- Work plan detailing setup time (shipping of cards and equipment, customization of platform, training etc).

Please send your EOI proposal by email to the following address **no later than 12:00 midday (Thailand time. UTC + 7) 21 February, 2017:**

Evoucher-EOI@theborderconsortium.org.

Alternatively, EOI in hard-copy format can be sent to the following address **no later than 12:00 midday (Thailand time. UTC + 7) 21 February, 2017:**

David Allen
Field Operations Director
The Border Consortium
12/5 Convent Road, Silom
Bangkok 10500
Thailand

EOI in either format will remain sealed until the above deadline has been reached.