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## Call for Expression of Interest (EOI)

### E-vouchers Thailand

#### The Border Consortium

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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 locations, close to the Myanmar border, in four western provinces of Thailand, with a total population of approximately 86,000 people.

TBC is currently utilizing e-vouchers to provide Food Assistance to the camps with approximately total 17,350 household cards and 130 camp-based vendors spread across nine refugee camps.

In order to strengthen the capability of the Food Security and Nutrition programme, TBC is seeking Expressions of Interest from service providers to be able to offer the following features:

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

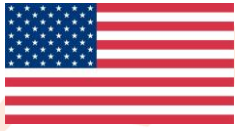
**Dashboard/Centralized Platform:** A dashboard/centralized platform is required for easy access to data on participating households, vendors and detailed sales transactions. The platform should be user-friendly, manageable by TBC staff with basic training and easy to customize for TBC's context. The platform should be able to integrate data (such as household, vendor data, etc.) 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 which 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.

#### Communication Requirements:

- Error messaging will be provided when transactions fail to process. Error messaging should be visible to the purchaser and vendor, and should include reasons for failure and suggested remedy. Errors should also be logged into the management platform.
- Successful transaction messaging should also be provided, which will notify vendors and participants about successful transaction and remaining account balances.
- The system is capable of providing transaction and account total updates to vendors and participants upon their request.

**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.



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**Scalable:** The system should have scope to add additional wallets in the future e.g. Non Food Items, Cash for Work

Qualified service providers are invited to submit their EOI proposal by 2 August, 2019 and include the following details:

- Narrative with the company profile along with experience working with NGOs and donor requirements in similar contexts
- Financial proposal with detailed breakdown of cost of services, equipment, training and taxes.
- Software required for a fully functional e-voucher system
- Compatibility with current hardware used by refugee vendors – android devices and Bluetooth printers (specifications provided on request)
- Reports and data analysis which can be generated from the system
- Security and Controls
  - Systems in place to manage risks - including fraud prevention
  - Data protection and data security – including loss of data, beneficiary information
  - Financial protection measures – checks and balances
  - Monitoring transaction errors and corrective actions
- Technical support offered to ensure timely and efficient implementation of the e-voucher system.
- Work plan detailing setup time (Shipping of cards and equipment if required, customization of platform, training etc.)
- Motivation for this contract

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If additional information is required prior to submission, please email Timothy Moore at [tim@theborderconsortium.org](mailto:tim@theborderconsortium.org).

Proposals should be submitted electronically by email, to [Evoucher-EOI@theborderconsortium.org](mailto:Evoucher-EOI@theborderconsortium.org), by Friday 2<sup>nd</sup> August 2019.