

CARE Nepal

Terms of Reference (ToR)

Selection of Service Provider for provide Cash Voucher Assistance

1. Background

Severe flash floods in 2026 significantly affected communities in Rasuwa and Nuwakot districts of Nepal, causing extensive damage to homes, household assets and essential infrastructure. Many affected families have lost or damaged their homes and critical household belongings, leaving them in precarious living conditions and without adequate shelter, bedding and other essential items. The situation is particularly urgent as winter approaches, with displaced and vulnerable households facing heightened exposure to cold weather and further protection and health risks.

In response to the immediate and emerging needs of flood-affected communities, CARE Nepal, is implementing a flood emergency response across 8 Palikas in Rasuwa and Nuwakot, targeting an estimated 3000 affected households. The response aims to support vulnerable households to meet their immediate basic needs, strengthen access to essential household and shelter-related items, and enhance their preparedness and resilience as communities transition from the immediate emergency towards recovery.

CARE Nepal is seeking to engage a qualified, capable service provider to support delivery of winterization support and cash voucher assistance building on lessons from CARE Nepal's prior use of digital CVA platforms in earlier emergency responses in Nepal.

2. Objective of the Assignment

To engage a competent technology and cash transfer service provider to support beneficiary registration, payment delivery, and reconciliation for a cash voucher assistance for winterization support and agri input supports to affected households, in full compliance with government regulations and CARE Nepal's data protection and safeguarding standards, ensuring timely, accountable and traceable delivery of assistance.

3. Scope of Work

The selected service provider will be expected to carry out the following, in close coordination with the CARE Nepal team:

1. Support set-up or configuration of a CVA platform (preferably app based) for beneficiary registration, payment generation, and redemption/disbursement tracking, including offline functionality suited to the target locations.
2. Conduct orientation for CARE Nepal and partners on the digital registration and payment tools that are feasible keeping in mind the current scenario, including data collection protocols and consent procedures.
3. Conduct orientation for service providers, merchants (around 7-10) , agents, or cash-out points involved in disbursement, as applicable.
4. Generate and distribute secure CVA instruments that are feasible locally to be deployed to support registered beneficiary households.

5. Execute the CVA to beneficiaries, subject to fulfilment of the agreed condition(s) (e.g., a verification visit, proof of winter-items, Agri inputs and/or other input support specified by CARE Nepal).
6. Screen the beneficiary list prior to disbursement, in coordination with CARE Nepal before payment.
7. Provide settlement and reconciliation reports for all disbursed transfers, including failed or returned transactions.
8. Provide a simple dashboard or report format showing real-time/periodic disbursement progress, disaggregated by sex, disability and location where feasible.
9. Support timely resolution of payment failures, complaints, or discrepancies raised through CARE Nepal's Feedback and Accountability Mechanism (FAM).

4. Deliverables

- Inception report confirming platform set-up, workplan, and data protection/consent measures.
- Orientation sessions were completed for enumerators and, if applicable, FSPs/agents.
- Digital payment instruments issued to all registered beneficiaries.
- Completed conditional cash transfers with beneficiary-level settlement/reconciliation report and sanctions-screening confirmation.
- Final report summarizing beneficiaries reached, amounts disbursed, complaints handled, and any outstanding issues.

5. Duration and Location

The assignment is expected to run for approximately 3rd week of October 2026 to March 2027, to align with the winterization, agri input supports' timeline, covering. Exact dates and locations will be confirmed at contracting. Logistics arrangement like airfare, vehicle hire for field travel outside Kathmandu, where required, will be managed and settled separately by CARE Nepal. Perdiem and accommodation for field travel outside Kathmandu will be reimbursed as per CARE norms.

6. Estimated Budget

Interested Service Providers should submit a costed financial proposal based on their standard unit rates.

7. Payment Terms

- 100% of the total contract value upon submission of the final report, settlement reconciliation, and verification of completed disbursements.

8. Eligibility and Regulatory Requirements

Interested Service Providers must demonstrate the following:

- Registered entity in Nepal with a valid firm registration, PAN/VAT registration, and current tax clearance certificate (or tax exemption certificate, where applicable).

- Demonstrated experience delivering cash and voucher assistance (CVA) for humanitarian or development programs in Nepal.
- A functional digital platform capable of beneficiary registration, payment issuance, and reconciliation reporting, including offline functionality suited to the target locations.
- Adequate technical staffing and field presence, or the ability to mobilize quickly in the target districts.
- No conflict of interest with CARE Nepal staff, board members, or their immediate family, and no history of debarment by a UN agency, donor, or the Government of Nepal.

9. Data Protection, Safeguarding and Fraud Prevention

The Vendor is expected to align with CARE Nepal's minimum standards on the following:

- Beneficiary data protection: collect only the data necessary for registration and payment, obtain informed consent from beneficiaries for data collection and sharing, store personal and financial data securely, and not use, sell or share beneficiary data for any purpose outside this assignment without CARE Nepal's written consent.
- Data breach notification: inform CARE Nepal promptly of any data breach, loss, or unauthorized access involving beneficiary information.
- Safeguarding and Code of Conduct: all Vendor staff and agents interacting with beneficiaries must adhere to CARE Nepal's Safeguarding Policy and Code of Conduct, including protection from sexual exploitation, abuse and harassment (PSEA), and complete any orientation CARE Nepal requires prior to fieldwork.
- Anti-fraud and anti-corruption: maintain internal controls to prevent duplication, diversion or fraudulent disbursement, and cooperate fully with any CARE Nepal audit, investigation, or verification exercise.

10. Selection Criteria

Proposals will be evaluated on a combined technical and financial basis, as follows:

Criteria	Weight (%)
Technical approach, understanding of the assignment and proposed workplan	15
Relevant experience in CVA / digital cash programming in Nepal	15
Platform capability (registration, e-voucher/e-payment, reconciliation, offline functionality) and regulatory standing (NRB licensing/partnership)	15
Data protection, safeguarding and fraud-prevention arrangements	15
Team composition, qualifications and field presence in the target districts	10
Financial proposal (cost-effectiveness and value for money)	30
Total	100

CARE Nepal reserves the right to request a live platform demonstration and/or references from previous clients prior to final selection, and may disqualify any Vendor unable to evidence NRB regulatory standing under Section 8.

11. Application Requirements

Interested and qualified Service Providers are requested to submit the following by 4th OCT 2026:

- A brief technical proposal (max 5 pages) describing the proposed approach, platform capability, data protection arrangements, and implementation timeline.
- A financial proposal Separate in pdf format with signature and stamp along with the date.
- CV(s) of key personnel proposed for the assignment.
- Company profile and evidence of relevant past experience (e.g., similar contracts, references).
- Copies of firm registration, VAT registration, latest tax clearance certificate, and, where applicable, NRB PSP/PSO license or partnership agreement with a licensed FSP.
- A signed conflict-of-interest declaration.

Proposals should be submitted electronically to [email address] with the subject line "Proposal – **Cash Voucher Assistance**". Late or incomplete submissions may not be considered.

12. PROPOSAL SUBMISSION:

Interested service providers registered in VAT and meet the requirements must send their technical and financial proposals (both documents in separate PDF file) to the following email address: npl.carenepal@care.org indicating in the subject line: **"Proposal- Cash Voucher Assistance"**. The deadline for submitting proposals is **5th OCT 2026**.