

## QUALITY CONTROL PLAN

*For Services, the QC Plan would usually be simpler, focusing on confirming key deliverables (reports, milestones...).*

PR/MAR #: MAR EBL 01-2020	Tender #: MAR EBL 01-2020
PR/MAR Description: Informal Money Transfer Agent (aka Hawala Services) for MC Iraq	

### Essential Specifications and Testing Requirements

#### 1. Essential Specifications - Capacity:

- Ability to transfer the entire amount requested by Mercy Corps on the exact requested date(s)
- Ability to transfer to the exact sub-district/village specified by Mercy Corps
- Personnel available to physically distribute cash at distribution location approved by Mercy Corps
- Ability to transfer and distribute at the designated location within 24 hours of notice
- Agreement to distribute at a safe, secure location approved by Mercy Corps
- Real-time reports on amounts disbursed
- Documentation for audit trail
- Demonstrated risk mitigation planning

#### 2. Essential Specifications - Deliverables:

- Cash distributed is pre-bundled in the exact amount specified for each individual recipient according to Mercy Corps lists
- Cash notes distributed are at least 10,000 IQD and in good condition (no tears, not faded) (for cash distributions for beneficiaries)
- Receipts distributed for each cash recipient, including original and two carbon copies, a serial number and hawala vendor official stamp (receipt template agreed with Mercy Corps)
- Timely confirmation of services within 24 hours of receipt of transfer notice
- Auditable documentation of receipt of disbursement by correct beneficiary
- Correct currency is disbursed as specified in the Task Order
- Appropriate cash amount is available at the time of disbursement
- Appropriate amount of small/divisible change is available
- Correct end-agent contact information provided
- Clean drinking water for recipients
- Programmatic disbursements are carried out at the correct timeline with the correct specifications within the Task Order
- Location is identified (and approved) for disbursement to participants

Cash Transfer Service
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Parameter	Target Value	Margin of Error (Absolute or Relative) <sup>1</sup>
Distributes within 24 hour notice	1	12 hours
Auditable documentation of receipt of disbursement by correct beneficiary	1	None (Absolute)
Correct currency is disbursed as specified in the Task Order	1	None (Absolute)
Appropriate cash amount is available at the time of disbursement	1	None (Absolute)
Appropriate amount of small/divisible change is available	1	None (Absolute)
Bills are of sound quality, without tears or marks	1	As part of distribution monitoring reports, Relative
Correct end-agent contact information provided	1	None (Absolute)
Programmatic disbursement site handled by end-agent includes: <ul style="list-style-type: none"> <li>• Security assessment approved by Mercy Corps</li> <li>• Capacity to accommodate a minimum of 20 recipients at a time</li> <li>• Furniture provided for recipients to sit</li> <li>• Clean drinking water for</li> </ul>	1	Assessed by monitoring staff at the time of disbursement, Relative

<sup>1</sup> A relative margin of error will be indicated as a percent (example: +-5%); an absolute margin of error will be indicated as a value (example: +- 5cm)

recipients		
Programmatic disbursements are carried out at the correct timeline with the correct specifications within the Task Order	1	Assessed by monitoring staff at the time of disbursement, Relative

## Contract Testing Requirements

### Cash Transfer Service

Contracts will be measured against the individual metrics of each Task Order, inclusive of dates of delivery relative to the date of Task Order and team communication, as well as the monitoring reports conducted at the time of distribution/disbursement by either Logistics or Program teams, depending on the type of disbursement. Issues will be raised in after-action reports following the completion of an activity/disbursement (as required).

## Non-Conformance

In case of non-conformance, the following steps will be undertaken to address the service provider.

- A formal report of issues of concern in relation to a specific activity or disbursement
- A formal review to discuss areas of under-performance with discussions on making improvement
- If issues of non-conformance persist in excess of three months from original citing of issues, penalties may apply up to withholding of up to 50% of the hawala payment.