**QUALITY CONTROL PLAN FOR E-VOUCHER AND GOODS & DISTRIBUTION INVENTORY SERVICES**

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| **PR/MAR #: G007/2022** | **Tender #:** |
| **PR/MAR Description: Retendering for the provision of e-voucher and goods distribution inventory services under the global Master Service Agreement**  |

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| ***The QC Plan details the procedures to inspect and determine the acceptability of the E voucher services received. The resulting contract from this process will spell out the deliverables and how the inspection will be done in accordance with this QCP.*** |

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| Essential Specifications and Testing Requirements1. ***List all items/deliverables for e-voucher and goods and distribution system***
2. E-voucher platform with front-end (beneficiary and merchant facing system) and back-end (Information and management platform) functionality
3. Electronic good and inventory distribution platform

1. *For each item,* ***identify the ESSENTIAL parameters****,*

 ***E-voucher**** Enables secure voucher distribution to program participants with system deployability and adaptability by country base program team
* Enables transactions between program participants and approved merchants, permitting the exchange of electronic vouchers for locally available goods, according to Mercy Corps program rules. Vouchers should be able to be denominated by specific items, baskets, or value.
* Enables authentication of merchant and program participant identities.
* Provides access to a centralized management platform that supports Mercy Corps’ administration of voucher programs
* Supports integrations with third-party data collection, data visualization and biometrics platforms such as, but not limited to, CommCare, Ona, KOBO and Power BI
* Supports batch distribution of vouchers
* Supports one-off as well as multiple distributions
* Assigns Unique ID for program participants
* Enables segregation of duties to manage login credentials and user access/permissions.
* Supports low and no connectivity environments

 ***Goods & Distribution**** Enables and tracks Goods Distribution for program participants
* Enables Program participant entitlements.
* Provides approved goods distribution sites
* Supporst the monitoring and management of commodities with a customized database, commodities dashboard, and shipment tracking module
1. ***Indicate the procedures for quality control inspections***

A demonstration of the platform will verify that minimum conditions are met. |
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| Contract Testing RequirementsThe Project personnel in charge of Cash programming and any other relevant staff from the respective country program with the support of the Technical support unit (TSU) for E-voucher will be responsible for monitoring service delivery from the service provider. The team will monitor stage by stage of the system to ensure requirements are met as per SoW. |

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| Non-Conformance* ***In the case of non-conformance the following will be followed;***
1. A meeting will be held with the service provider to share the non-conforming aspects
2. A resolution made to correct the non-conformities with timelines
3. Review of the corrections and final product to check for conformance
4. Acceptance if meets the requirements and if not, a communication made to the provider on breach of contractual obligations and follow contractual guidelines on termination of task order
5. Payment not processed for the rejected product.

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