

# Minutes of Meeting (MoM) and Q&A

Technical Meeting and Q&A Session for EOI-TUR-01-25 (E-Card / Voucher Services)

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- **Date:** 01.10.2025
- **Time:** 14:00 TK Time
- **Location:** Online Meeting – Microsoft Teams

## Attendees:

- **From DRC:**
  - Ibrahim Alhadrab – Supply Chain Manager, DRC Regional Office Middle East & North Africa
  - Odip Enis – Economic Recovery Coordinator, DRC Türkiye
  - Mohamad Qousai Djoukhadar – Economic Recovery Team Leader, DRC Türkiye
  - Zahi İsmail Hake – Economic Recovery Team Leader, DRC Türkiye
  - Mert Uçmaz – Supply Chain Officer, DRC Türkiye
- **From Suppliers:**
  - **Ecolog International**
    - Goran Hadzipetrov
    - Riadh Mcharek

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## Agenda:

The Danish Refugee Council (DRC) Türkiye organized this technical meeting to provide clarifications regarding the procurement process for **E-Card / Voucher Services** and to allow interested E-Card/Voucher Services Providers to have better understanding of requirements, service scope, and submission procedures.

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## Overview of DRC Requirements:

- DRC intends to distribute vouchers up to a total value of **EUR 3,262,500.00** to beneficiaries through one or more E-Card / Voucher Services Providers to implement Voucher Assistance.
- Approx. 1.700 beneficiaries, with potential to increase based on budget and planning.
- Coverage: Gaziantep, Şanlıurfa, Kilis, Hatay, Kahramanmaraş.
- Support for home-based businesses and micro-business start-ups requiring equipment and tools.
- E-Card/Voucher Services Providers must maintain a merchant pool, subject to DRC approval.
- Tender is a two-stage process:
  - Stage 1: EOI – Currently on going
  - Stage 2: RFP
- Payment process: Beneficiaries redeem grants at pre-approved merchants; the E-Card/Voucher Services Providers settles payments with merchants and invoices DRC.
- Submission: Only hard copy submissions accepted. Electronic submissions of bids will not be accepted. DRC is not responsible for carrier delays.

## Clarifications from the Meeting:

- **Voucher Use & Redemption**
  - Beneficiaries will be able to redeem vouchers:
  - At approved physical merchants within the E-Card/Voucher Services Providers pool, or
  - Via online shops, where items can be purchased and delivery arranged through the E-Card/Voucher Services Providers.
- **Payments**
  - The E-Card/Voucher Services Providers provides grants to beneficiaries through agreed voucher delivery option.
  - Merchants receive payments directly from the E-Card/Voucher Services Providers once purchases are made.
  - The E-Card/Voucher Services Providers issues an invoice to DRC based on the actual usage of grants.
  - DRC completes the payment to E-Card/Voucher Services Providers in line with the invoice.
- **Beneficiary Registration & Data**
  - DRC will handle beneficiary registration and share only necessary data with E-Card/Voucher Services Providers.
  - E-Card/Voucher Services Providers platforms should allow DRC-led registration.
  - Transactions must be fully traceable by DRC, for both merchants, and beneficiaries.
- **Card Management & Pre-Approval**
  - E-Card/Voucher Services Providers may provide pre-printed cards, registered in the system and linked to beneficiary codes.
  - DRC requires pre-approval of purchases. The general process is:
    - Beneficiaries are approved by DRC for a grant amount.
    - The approved amount is uploaded to the beneficiary's account in the Provider's system.
    - Beneficiaries select items at pre-approved merchants.
    - The purchase request is entered and managed through the Provider's system, where the requested items must first be confirmed by the beneficiary.
    - The confirmed request is then sent to DRC via the Provider's system for final approval.
    - Once approved, the merchant can release the items to the beneficiary.
    - Merchants are responsible for delivery and installation if required.
  - DRC will provide the sectors and categories of eligible items.
- **Local Presence & Authorization**
  - E-Card/Voucher Services Providers must be authorized to operate in Türkiye and have established an appropriate merchant pool in minimum of 4 cities out of 5 (Gaziantep, Şanlıurfa, Kilis, Hatay, Kahramanmaraş).
- **Banking Considerations**
  - Many Syrians under temporary protection cannot open bank accounts in Türkiye.

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## Next Steps:

- DRC will share Minutes of Meeting (MoM) and compiled clarifications (Q&A) with participants and publish them on tender platforms.

# Tender Questions & Answers

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|----------------------|---------------------------|
| FROM:                | DANISH REFUGEE COUNCIL    |
| Tender No:           | EOI-TUR-01-25 / 513101    |
| Tender Title:        | E-Card / Voucher Services |
| Tender Issuing Date: | 18-09-2025                |
| Tender Closing Date: | 20-10-2025                |

Danish Refugee Council TUR has in reference to above tender period received the following questions

to the Tender, and hereby provides responsive answers by best endeavour to all relevant Vendors & Suppliers.

| # | Enquiries to the Tender |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---|-------------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | Date                    | Question                                                                    | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 1 | 01-10-2025              | What is expected from E-Card/Voucher Services Providers under this process? | E-Card/Voucher Services Providers are expected to provide voucher services, with an established merchant/shop pool. DRC will review and approve the pool.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2 | 01-10-2025              | How many beneficiaries are targeted?                                        | Approximately 1.700 beneficiaries, subject to increase based on budget and planning.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 3 | 01-10-2025              | In which provinces will the programme be implemented?                       | Gaziantep, Şanlıurfa, Kilis, Hatay, and Kahramanmaraş.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 4 | 01-10-2025              | How will vouchers be redeemed?                                              | Two options:<br>1) Beneficiaries purchase directly from approved merchants.<br>2) Online shop option with delivery coordinated by the E-Card/Voucher Services Providers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 5 | 01-10-2025              | How the payments will be handled?                                           | The E-Card/Voucher Services Providers grants the value to beneficiaries. Once beneficiaries redeem vouchers, the E-Card/Voucher Services Providers pays merchants. The E-Card/Voucher Services Providers then invoices DRC according to actual usage, and DRC reimburses the E-Card/Voucher Services Providers.                                                                                                                                                                                                                                                                                                                                                          |
| 6 | 01-10-2025              | How is beneficiary registration managed?                                    | DRC registers beneficiaries and shares only selected data with E-Card/Voucher Services Providers. E-Card/Voucher Services Providers platforms must allow traceability.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7 | 01-10-2025              | Is pre-purchase approval required?                                          | Yes. DRC requires pre-approval of purchases. After DRC approves beneficiaries for grant amounts, the funds are uploaded to their accounts in the E-Card/Voucher Services Providers system. When beneficiaries select items at pre-approved merchants, the purchase request must be entered and processed through the E-Card/Voucher Services Providers system. It must first be confirmed by the beneficiary and then sent to DRC for final approval within the same system. Only after DRC approval can the merchant release the items. Merchants handle delivery/installation if required. E-Card/Voucher Services Providers systems must fully support this workflow. |
| 8 | 01-10-2025              | Do E-Card/Voucher Services Providers need local presence in Türkiye?        | Yes, E-Card/Voucher Services Providers must be authorized to operate in Türkiye and have an established merchant network.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 9 | 01-10-2025              | Are bank accounts required for beneficiaries?                               | No. Many Syrians under temporary protection cannot open bank accounts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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|----|------------|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10 | 01-10-2025 | What is the method of submission for this EOI? | Hard copy submission only. Electronic submissions will not be accepted. Please bare in mind the shipping time of the documents. DRC is not responsible for carrier delays. |
| 11 | 01-10-2025 | How will lists of goods be handled?            | DRC will share categories/sectors rather than itemized lists.                                                                                                              |

On behalf of DRC

Yours sincerely,

Ibrahim Alhadrad - MENA RO Supply Chain Manager

01-10-2025