

Request for Information: Client Payments

Publish date: December 10, 2025

Deadline to Respond: January 19, 2026

Questions related to RFI: Email to CashRFI_IRC@rescue.org

Submission Format: Email to CashRFI_IRC@rescue.org

Interested service providers are strongly advised to read through the entire Request for Information document before submitting their responses

[The International Rescue Committee](#)

The mission of the IRC is to help people whose lives and livelihoods are shattered by conflict and disaster, including the climate crisis, to survive, recover and gain control over their future.

In 1933, Albert Einstein and a small group of humanitarians formed what would become the International Rescue Committee. Today, we deliver lasting impact by providing health care, helping children learn, and empowering individuals and communities to become self-reliant, always with a focus on the unique needs of women and girls. Our work spans more than 40 crisis-affected countries, and we provide resettlement, asylum, and integration services in communities across the United States and Europe.

[Request for Information](#)

Objective:

The objective of this Request for Information (RFI) announcement is to gain a better understanding of the direct assistance (client payments) and gift card options currently available on the market in the United States.

Definitions:

Direct Assistance (DA): Cash assistance provided by wire/ACH/check and/or loaded on reloadable prepaid card, with or without ATM access.

Gift Card (GC): A one-time use card that can be used as cash for goods or services from a particular business; or a card that can be used as cash at any business.

Portal: Online platform that IRC staff use to place orders, load cards, submit tickets, run reports, etc. Clients may access certain areas of the platform to activate cards, report issues, etc.

Overview:

The IRC has approximately 30 client-facing offices in the US. Direct assistance (DA) and gift card (GC) issuance are provided to qualifying clients by contracted cash providers. Fast turnaround, multilingual capabilities, user-friendly portal, strong customer support and fraud prevention are top priorities as we explore the market. Offering both virtual and physical card stock is also highly desired.

After reading through the below requirements, you may choose to submit information for DA, GC or both.

Requirements

Segment	Detail	DA	GC
Portal/Account- IRC facing	MLE Structure (parent account with sub accounts) with user-friendly platform. Separate vault for each sub-account	X	X
	Batch load capabilities	X	X
	Card status tracking (shipped, activated, etc)	X	X
	Notifications (low balance, etc)	X	
	Ability to serve clients without bank account	X	
	Mandatory and optional fields	X	
	Familiarity with PO processing		X
Portal/Account- Client facing	User-friendly platform with ability to translate into common client languages	X	X
	Option to request replacement card, stolen card, etc	X	X
	Mobile app	X	X
Card features	Physical and virtual options	X	X
	SMS and/or email delivery	X	X
	Physical delivery to IRC office and/or client home	X	X
	Expedited delivery for urgent needs	X	
	ATM access	X	
	Pin/verification method	X	
	Reloadable	X	
Customer support- IRC	Retail cards (big box, gas station, grocery store, etc)		X
Customer support- Client	Dedicated account rep	X	X
	Robust onboarding; ongoing trainings	X	X
Customer support- Client	24/7 customer support through phone, email and/or chat in common client languages	X	X
Reporting	Ability to pull transaction, load, MCC, geolocation transactions, etc reports	X	X
	Record retention	X	X
Fraud mitigation	Fraud monitoring and incident report protocols, including an escalation matrix	X	X

Integrations	Card blocking/deactivation	X	X
	Multi factor authentication login	X	X
	Integration with Microsoft Dynamics 365	X	X
	Data import/export capabilities	X	X

Next Steps:

Following review of RFI responses, selected vendors may be invited for further discussions or demonstrations. A formal RFP with Invitations to Bid may follow.

Please ensure your submission is concise and tailored to the listed requirements. Your submission may be for Direct Assistance, Gift Cards or both.

Vendor Submission

Service Providers who wish to participate with the RFP Process should provide the following information:

1. Company profile detailing your company name, contact details, address, staffing structure, organizational experience in the last 5 years, etc.
2. Contact details for clients who have similar inventory management systems including company names, locations and contact details, preferably INGOs/ UN Agencies.
3. The Supplier should provide a cover letter providing information on the solution to be provided and the modules that can be covered.
4. Completed Vendor Information Form
5. Business Registration
6. Three (3) letters of reference

RFI Submission

Vendors who wish to participate in the RFI Process should sent the information required to the following Email Address: CashRFI_IRC@rescue.org on or before January 19, 2026 close of business. Questions related to the RFI should also be addressed to the above email.

Note:

This RFI does not constitute a solicitation. IRC is not requesting any bids or proposals at this stage; IRC is seeking information on your business for internal evaluation and to support in building our tendering documentation.

Your response to this EOI does not automatically ensure that you will be selected to participate in tender or be selected for any procurement with IRC.