

**TERMS OF REFERENCE**  
**IMPACT SURVEY OF SOCIAL WELFARE G2P PROJECT**  
**Fiji: Report for the Impact Survey of the Social Welfare G2P Project**

<b>Location</b>	Home-based
<b>Application deadline</b>	06 <sup>th</sup> April 2018
<b>Type of Contract</b>	Individual Contractor
<b>Languages required:</b>	English
<b>Duration of Initial Contract:</b>	20 working days

**BACKGROUND**

**1. Objective**

The main objective of the assignment is to prepare and finalise a report of the impact of the digitisation of the social welfare benefit payments from a voucher based system to direct transfers into a bank account. This report will focus on the impacts on the beneficiary, the Department of Social Welfare, the financial service provider and any other relevant stakeholder and must be written from a development perspective.

**2. Background - Pacific Financial Inclusion Programme (PFIP)**

PFIP is a Pacific-wide programme that has helped 1.5 million low-income Pacific islanders gain access to financial services and financial education. It achieves these results by funding innovation with financial services and delivery channels, supporting policy and regulatory initiatives, and empowering consumers.

PFIP operates from the UNDP Pacific Office in Suva, Fiji and has offices in Papua New Guinea, Samoa and Solomon Islands. It is jointly administered by the UN Capital Development Fund (UNCDF) and the United Nations Development Programme (UNDP) and receives funding from the Australian Government, the European Union and the New Zealand Government.

**3. Background on the Assignment**

The transition from the social welfare voucher system to welfare benefits was undertaken in partnership between the Department of Social Welfare, Westpac Banking Corporation and the Pacific Financial Inclusion Programme from 2009 to 2011, with the first accounts opened in January 2011. This transition was put in place after an activity based costing analysis conducted considering both the Department and the welfare beneficiaries at the time.

The report will explore findings from a social welfare beneficiary survey that has been undertaken across a minimum sample of 380 beneficiaries, together with interviews with the financial service provider and the Department of Social Welfare to determine whether these remain true at this stage and to identify lessons learnt from having undertaken this activity. The report will also include detail on the beneficiary survey, design and implementation. Additionally, the report will identify specific issues and recommendations for improvement and strengthening.

The opportunity to learn lessons from the digitization of this Government to person (G2P) payment is particularly beneficial for Fiji, given the country has made national commitments to digitize 85% of Government payments by 2020 as part of the Better Than Cash Alliance endorsement made in 2017. The Pacific Financial Inclusion Programme is also working with the Ministry of Economy towards achieving its commitments in this regard.

## DUTIES AND RESPONSIBILITIES

### Scope of Work

To undertake this task, the successful consultant will receive the following:

- (i) An excel spreadsheet with data from the beneficiary survey. This data will be cleaned to the best of PFIP's ability. Interpretation and analysis of this data will be undertaken by the consultant;
- (ii) Beneficiary survey instrument;
- (iii) Typed up notes from interviews with the financial service provider and the Department of Social Welfare;
- (iv) PFIP's Beneficiary Perceptions and Attitudes in Fiji research paper; and
- (v) PFIP's G2P: Expanding Financial Inclusion in the Pacific report.

In undertaking this activity, the consultant may need to undertake some limited research activity to pursue further Financial Inclusion information pertinent to Fiji or other information relevant to the report.

The report will include as a minimum:

- (i) A description of the digitization activity;
- (ii) In depth findings of the impact on the previously identified individual groups of stakeholders of the activity;
- (iii) Comparison with initially established set goals prior to the commencement of the digitization activity;
- (iv) Other findings from the interactions with the three main stakeholder groups of this activity;
- (v) Issues that need to be addressed and recommendations to address these;
- (vi) Relevant tables, diagrams and infographics;
- (vii) Relevant annexes; and
- (viii) Any other material or coverage areas as may be discovered during the course of analysing the information and writing the report.

### Expected Outputs and Deliverables

The sole deliverable of this activity is a completed report that is in a form that the Pacific Financial Inclusion Programme can publish. The consultant is advised to review PFIP material that have been published in the past and keep this in mind, when considering context, audience, content presentation, length and other pertinent details.

Draft outline of the report submitted to and accepted by PFIP	21 April 2018
Final report delivered to the satisfaction of PFIP	1 June 2018

The scope of work will require an individual effort with one specialist with relevant expertise in financial inclusion, development reporting or preparation of development reports. The successful bid will be expected to manage the scope of the activity with minimal PFIP oversight.

A proven track record of similar work in other similar task environment with specific focus on countries, such as the Pacific, is considered a prerequisite.

#### **Duration of the Work**

The suggested level of effort of the assignment will, entail an estimated 20 working days. It will consist of the analysis of the beneficiary survey data together with interviews of the other key stakeholders, culminating in the development of the draft outline. On acceptance by PFIP of this draft outline, this will be formulated into a draft report. Only on acceptance by PFIP of a report, will the report be considered finalised. These estimated working days are not necessarily consecutive. The estimated level of effort for this activity has been represented below.

<b>Activities</b>	<b>Est. Level of Effort</b>
Analysis of the beneficiary survey	5 days
Draft outline	1 day
Finalised report	14 days

The actual level of effort will be subject to periodic review by the Pacific Financial Inclusion Programme during the course of the activity.

The suggested timeframe of the assignment will, entail not more than 20 days and is home-based.

#### **COMPETENCIES**

- Strong interpersonal and communication skills;
- Strong analytical, reporting and writing abilities skills;
- Ability to plan, organize, implement and report on work;
- Ability to work under pressure and tight deadlines;
- Proficiency in the use of office IT applications and internet in conducting research;
- Outstanding communication, project management and organizational skills;
- Excellent presentation and facilitation skills.
- Demonstrates integrity and ethical standards;
- Positive, constructive attitude to work;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

#### **REQUIRED SKILLS AND EXPERIENCE**

##### **Educational Qualifications:**

Masters degree in International Development, Economics, Social Sciences or related

**Experience**

- Min. of 5 years experience with development project assessment, evaluation and reporting.
- Min. of 5 years experience with report writing and preparation of other publicly available publications.
- Experience in the Pacific or other developing country contexts
- Experience in financial inclusion project activity or project development

**Language requirements**

- Fluency of English language is required;

**Price Proposal and Schedule of Payments**

Consultant must send a financial proposal based on **Daily Fee**. Consultant shall quote an all-inclusive Daily Fee for the contract period. The term “all-inclusive” implies that all costs that could be incurred by the IC in completing the assignment are already factored into the daily fee submitted in the proposal. Payments shall be done based on actual days worked, upon verification of completion of deliverables and approval by the IC’s supervisor of a Time Sheet indicating the days worked in the period.

**Evaluation Method and Criteria**

Individual consultants will be evaluated based on the following methodology.

**Cumulative analysis**

The award of the contract shall be made to the individual consultant whose offer has been evaluated and determined as a) responsive/compliant/acceptable; and b) having received the highest score out of set of weighted technical criteria (70%). and financial criteria (30%). Financial score shall be computed as a ratio of the proposal being evaluated and the lowest priced proposal received by UNDP for the assignment.

**Technical Criteria for Evaluation (Maximum 70 points)**

- Criteria 1: Masters degree in International Development, Economics, Social Sciences or related - Max 20 points
- Criteria 2: Min. of 5 years experience with development project assessment, evaluation and reporting - Max 20 Points
- Criteria 3 Min. of 5 years experience with report writing and preparation of other publicly available publications. - Max 20 points
- Criteria 4 Experience in the Pacific or other developing country contexts - Max 5 points
- Criteria 5 Experience in financial inclusion project activity or project development – Max 5 Points

Only candidates obtaining a minimum of 49 points (70% of the total technical points) would be considered for the Financial Evaluation.

**Documentation required**

Interested individual consultants must submit the following documents/information to demonstrate their qualifications.

- **Letter of Confirmation of Interest and Availability** using the template provided in Annex II.

- **P11 Form** (Annex III), indicating all past experience from similar projects, as well as the contact details (email and telephone number) of the Candidate and at least three (3) professional references.
- **Technical proposal**, including a) a brief description of why the individual considers him/herself as the most suitable for the assignment; and b) a methodology, on how they will approach and complete the assignment
- **Financial proposal**, as per template provided in Annex II

Incomplete proposals may not be considered.

#### **Annexes**

- Annex I - Individual IC General Terms and Conditions
- Annex II – [Offeror's Letter to UNDP Confirming Interest and Availability for the Individual IC, including Financial Proposal Template](#)
- Annex III – [P11 Form](#)

For any clarification regarding this assignment please write to [ronald.kumar@undp.org](mailto:ronald.kumar@undp.org). Complete proposals should be submitted to [etenderbox.pacific@undp.org](mailto:etenderbox.pacific@undp.org) by 06<sup>th</sup> April 2018 (Fiji Time).