

## QUESTIONS AND ANSWERS

### RFP OF YOUTHSTART FINAL EVALUATION

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1. Data sheet n. 26 states, as supporting document required, a company profile which should not exceed 15 pages. Our question is whether, in case of a consortium, the company profile of all consortium members together should not exceed 15 pages, or the company profile of each member separately has to respect this limit.

Please submit a company profile for the consortium which does not exceed 15 pages.

2. Again on data sheet n. 26, the statement of performance of the 3 top clients in the last 5 years should refer to the whole consortium or only the leader? According to templates in section 5 we understand that both the leader and the consortium member shall present its 3 top contracts.

We would prefer to receive the statement of performance from clients of the consortium (as well as the examples of evaluation reports pertaining your question #3). Only if the companies of the consortium have not worked together in the past should the statement of performance of the leader should be submitted

3. And finally, on data sheet n.26, can we assume that the 3 examples of recent evaluations performed to be presented have been realized either from the leader or a consortium member?

Please refer to answer #2 above.

4. We understand that the password of the technical proposal has to be sent in a separate email, between 2pm and 3pm of the 31st of October, 2014, - New York time. Is it correct?

The opening of bids has been changed to 3 November 2014 to allow bidders time to send the passwords. This has been reflected in the procurement notices.

5. Do you have any specific file authentication method (ex. GPO) that you require?

PDF files do NOT need to be authenticated. The RFP has been revised to reflect this change.

6. With reference to point 8 of the TOR - composition of the team - we understand that the Evaluation Team shall include at least 2 people with the required profiles. Must additional people that we would like to include in the evaluation team have the same competencies, or can they be different, and more junior profiles? And should we include their CV with the same format or only a shorter description is required?

The team must be composed by at least 3 people: one team leader with 15 years of relevant experience in inclusive finance and evaluation, and 2 team members with 12 years' experience each in supporting inclusive finance in developing countries. Additionally, you can include more members to the team at your discretion.

7. Again on experts' CVs, do you require that we attach also a written certification of employment for each experience mentioned in the CV? And does this apply also to additional CVs apart the team leader and two evaluation team members required?

We do not require written certifications of employment. The personnel section of Section 6 should be completed for all members of the evaluation team.

8. Additionally, after reviewing the ToR, we were wondering if UNCDF could provide clarification regarding the number of field visits for this evaluation. Specifically, are there three or five field visits during Phase II?

YouthStart is currently operating in 8 countries and we expect the evaluation team to visit at a minimum 5 countries. The country sampling strategy should be presented as part of the technical proposal.

9. Will the report be officially published in the same way as the mid-term evaluation, i.e. will we have to design it or is it sufficient if we submit a proof-read, edited version of the final report and UNCDF takes care of design in case of publishing it.

As stated in TORs Section 3 – Evaluation Methodology, the technical proposal should include “innovative ways of presenting the findings and recommendations, which can include a short video, an infographic...”. It is up to the firm to make this proposal and budget it in the financial proposal. The level of innovation will be assessed as stated in criteria 2.2, Form 2 – proposed methodology, approach and implementation plan.

10. Regarding videos: is the aim here to publish short video sequences in Youtube, Vimeo or other social media channels to the broader public, or would it rather be a longer institutional video for dissemination among the donor community? Would the focus of a video (or several videos) rather be on the overall results of the final evaluation, taking into account the ecosystem, FSP level and client level, or would you be interested in communicating individual success stories of clients or FSPs?

The video is suggested in the TORs as one possibility to package the findings and recommendation of the evaluation in a more accessible way to reach a broader audience. The specificities of the format, content and audience are at the discretion of the firm and will be assessed again under the criteria 2.2, Form 2.

11. Should infographics be integrated into the final report or would that be an extra deliverable? In other words, who would be the audience for infographics? The same as the readers of the final report, or other?

The infographic is also another suggestion to present findings in an innovative way. Depending on the design and content of the infographic it could be part of the report (used in different sections to illustrate some findings) or presented as a separate product to reach a broader audience. We would expect the firm to define their proposal and budget it accordingly.

12. In the key evaluation questions, under “Relevance”: Please clarify this question: “The design process for FSPs? What kinds of FSP should a programme like YS consider to invest in the future? Which ones should be avoided?” Does this refer to the selection process for FSPs? Or does this refer to the business plan process where FSPs presented their product designs to UNCDF?

This refers mainly to the selection process of FSPs, but to a certain extent also to the business plan/due diligence process. We expect the evaluation to help us understand if it is better to select market leaders or smaller but promising FSPs, for example. During the selection process the programme has limited

information about the FSPs based only on some indicators, but during the business plan and due diligence process we will go in depth into each FSPs.

13. In the key evaluation questions, under “Efficiency”: Is this final evaluation to concern itself with the TA provided for financial services in the early stages of the project (pre-midterm) or not?

The assessment of the efficiency of TA provided should be of the programme as a whole but with a special focus on the last years of implementation taking into account the results of any earlier studies, including the MTE. As a final evaluation, we are expecting the focus to be mainly on higher levels of effectiveness (outcomes and likely impact) and less on efficiency (although it is important).

14. Re: the RFP requirement “Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value the past 5 of years”, kindly confirm whether this pertains to evaluation clients or not?

It does pertain to evaluation clients. Preferably the statements should be of previous evaluation assignments and if possible in the area of inclusive finance and/or youth financial and non-financial services and any others relevant assignments that correspond to the required firm’s expertise presented in Form 1 - criteria for the award of the contract and evaluation of proposals.

15. Under “Effectiveness”, this question is not clear, kindly clarify: “What specific market-level levers influenced more or less the results at the FSP level?” What are “levers”?

Levers in this context means any other factors that affect the market and it relates to competition, policy and regulatory frameworks, for example.

16. Under, “Demonstration/ Upscaling” this question is unclear: “Up-scaling and replication: How can UNCDF increase its country partnerships to maximize its impact in the youth economic opportunities ecosystem?” What is meant by “country partnerships”? Partnerships between UNCDF countries? Partnerships between FSPs in different countries? Kindly clarify.

As many international development agencies, UNCDF works with national and other development partners to provide joint approaches to sustainable development results. We are expecting the evaluation to identify what kind of partners and partnerships at country, regional and international levels can support “UNCDF maximize its impact in the youth economic opportunities ecosystem”.

17. This question is also unclear: “Have the partnerships enhanced UNCDF’s comparative advantage and positioning in the area of youth inclusive finance?” Is this referring to partnerships between UNCDF and FSPs?

Please see answer to question #16.

18. Under Impact, the question “Impact of financial and non-financial services: To what extent and in what ways have well-designed and targeted financial services and programmes led to positive outcomes (e.g., decrease in poverty rates, increased quality of life)?” is not clear. Does this refer to YouthStart only, or is it a broader question about microfinance and NFS worldwide?

The scope of the evaluation and this question in particular is to assess YouthStart's contribution to development results in the area of youth financial and non-financial services and in the institutional environment in which it intervenes.

19. Also under Impact: "Has the financial capability of youth, and young women in particular, increased as a result of financial and non-financial services being jointly provided?" What does "financial capability" mean exactly? Does it refer the ability to save? To pay back loans? To run a business? Kindly clarify.

"Financial capability" in its broad sense and as frequently used in the inclusive finance industry as "The combination of knowledge, skills, attitudes and ultimately behaviors that translate into sound financial decisions and appropriate use of financial services. ".

20. Please clarify: "What mix of microfinance programming (e.g., holistic, targeted), strategy and institutions best prepare youth to integrate with the market workforce?" Please define the terms "holistic" and "targeted (to whom?)". Also please clarify the phrase "integrate with the market workforce" – does this refer to employment?

Holistic refers to services that support the transition of youth to a work life. These services are not only training services but also financial services. Targeted means that these holistic services have been specifically designed for youth and are specifically reaching youth.

21. Please clarify: "From the financial services developed by our partners, what are those with the greatest potential to link youth to concrete economic opportunities?" Does "concrete economic opportunities" refer to self-employment, salaried employment or both? Does it refer to seasonal or part-time labor? Does it mean "full-time, permanent"?

All of them. Economic opportunities in its broad sense.

22. Kindly confirm whether this situation needs to be included in the RFP as a potential conflict of interest (see page 5 of RFP): a consultant, having worked for a technical service provider (MEDA) during the first half of the YouthStart project, wishes to participate in this bid.

Yes. We would consider a conflict of interest if a member of the team has been directly responsible for developing, deploying and or implementing capacity development to FSPs supported by the programme and any other services delivered under the support for YouthStart.

23. Kindly confirm whether this situation needs to be included in the RFP as a potential conflict of interest (see page 5 of RFP: the firm has provided or is currently providing technical support to one or more of the FSPs participating in the YouthStart project.

Yes, please disclose any potential conflict of interest.

24. On page 23 of the RFP, the phrase "latest audited financial statement" is highlighted in yellow, but the box is not checked. Is it required for submission?

Not required for submission

25. DS No. 26 ("Required Documents that must be Submitted to Establish Qualification of Proposers

(In "Certified True Copy" form only) requires "Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value the past 5 of years." Does UNCDF have a template or list of required information to be included in these Statements?

There is no specific template to be used. The statement should include general information about the assignment and a brief performance evaluation.

26. DS No. 26 requires documents listed therein be submitted in "Certified True Copy" form only, including the Financial and Technical Proposals. Does this apply when submitting electronically? If so, is a scanned version of a Certified True Copy, signed by a notary public, sufficient?

PDF files do NOT need to be authenticated. The RFP has been revised to reflect this change.

27. With the exception of the Financial Proposal, should all documents including the aforementioned documents in DS No. 26 (example evaluation reports, company profile, etc.) be submitted as an appendix within the same PDF file as the Technical Proposal?

Yes.