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TERMS OF REFERENCE

Consultancy for Digital Financial Services Consultant (Wewak, Sepik) IC/PNG/11-2021

Title	National Digital Financial Services consultant
Location	Wewak, Sepik with regular travel within the region
Type of Contract	Individual Contractor
Post Level	National Consultant
Languages required:	English and Tok-Pisin
Duration of Initial Contract:	220 working days spread over 12 months (until May 2022)
Expected Duration of Assignment	12 Months (renewable for another 12 months based on funding, operational necessity, and performance)

Background – UNCDF

UNCDF makes public and private finance work for the poor in the world's 47 least developed countries. With its capital mandate and instruments, UNCDF offers “last mile” finance models that unlock public and private resources, especially at the domestic level, to reduce poverty and support local economic development. UNCDF's financing models work through three channels: financial inclusion that expands the opportunities for individuals, households, and small businesses to participate in the local economy, providing them with the tools they need to climb out of poverty and manage their financial lives; and by showing how localized investments; through fiscal decentralization, innovative municipal finance, and structured project finance; can drive public and private funding that underpins local economic expansion and sustainable development; and through its investment platform offering a range of financial instruments.

By strengthening how finance works for poor people at the household, small enterprise, and local infrastructure levels, UNCDF contributes to SDG 1 on eradicating poverty with a focus on reaching the last mile and addressing exclusion and inequalities of access. At the same time, UNCDF deploys its capital finance mandate in line with SDG 17 on the means of implementation, to unlock public and private finance for the poor at the local level. By identifying those market segments where innovative financing models can have transformational impact in helping to reach the last mile, UNCDF contributes to several different SDGs and currently to 28 of 169 targets.

Since 2008, UNCDF has been supporting digital finance with significant success which has led UNCDF to make digital finance the largest part of its inclusive finance portfolio. UNCDF is also host to the Secretariat of the Better than Cash Alliance (BTCA), and for the UN Secretary-General's Task Force on Digital Financing of the SDGs, which will consider the next wave of digitalization of finance and how the systemic changes to the financial ecosystem due to digital technologies will impact financing for the SDGs.

With its rich pool of professionals with strong digital finance experience across the globe and with close to several hundred projects in digital finance completed or on-going, UNCDF is one of the leading development agencies in digital finance with a mission and expertise to reach the poorest and most vulnerable populations in some of the world's most difficult markets. UNCDF's digital team and resources are currently spread across several programmes and UNCDF is in the process of consolidating its financial and technical resources to create a comprehensive team of experts in various domains to drive its new strategy “**Leaving no one behind in the digital era**”.

Position Context:

UNCDF launched its Financial Inclusion interventions in Papua New Guinea in 2009 through its Pacific Financial inclusion Program (PFIP) and focused on creating an inclusive environment for inception and scale up of digital financial services. UNCDF has been supporting the digital financial service providers, banks, and other stakeholders in the country to develop the eco-system. For several years UNCDF's work through PFIP led it to support new digital solutions linked to finance, to further drive financial inclusion and to achieve the SDGs.

UNCDF is part of the joint UN programs - Support to Rural Enterprise Investment and Trade (STREIT) project in Papua New Guinea and is responsible for the financial inclusion component under the project. The STREIT project aims to support – vanilla, cocoa and fisheries value chains through a range of inter-related inputs. As part of its inputs to the project, UNCDF will continue to engage with private sector, regulators and the government to scale up DFS eco-system in the project areas focused on supporting agri-value chains. In this context, UNCDF plans to hire a National DFS Consultant who will be part of the UNCDF country office team and provide technical inputs to the STREIT project. The National DFS Consultant will be under the guidance and supervision of the Country Lead – UNCDF in PNG.

Duties and Responsibilities

- Support UNCDF's pipeline development and implementation of projects under EU-STREIT in the East and West Sepik Provinces. A key component of the assignment will be the implementation, roll-out and promotion of financial inclusion through digitization of agri value chains in project areas.
- Technical inputs and capacity building support for various projects/ partners in the implementation of STREIT and UNCDF country programmes aimed at promoting digital financial services for achieving SDGs.
- Work collaboratively with specialist designers to conduct customer research, develop concepts, test prototypes, develop customer education and/or marketing approaches and technology as required.
- Coordinate with stakeholders in ensuring the success of experiments and the adoption of successful ideas within the business. Regularly liaise with STREIT project manager and staffs/ experts from sister UN agencies for contributing effectively towards achievement of joint objectives.
- Facilitation and deliver of trainings of trainings for various DFS related aspects including financial literacy and digital literacy campaigns.
- Facilitation of knowledge building and knowledge sharing pertaining to digitization of agri value chains in STREIT and Inclusive Digital Economy programmes in general.
- Support UNCDF country office in Results Management and periodically compile and record data relevant to all country projects.

Key Deliverable and Schedule of Payment

Key milestones or deliverables	Payment Percentage	Review and Approvals
<p>Payment upon acceptance and submission of the following deliverables:</p> <ol style="list-style-type: none"> 1. <i>Assist the UNCDF Country Lead and designated International experts to identify, develop and manage financial inclusion and agriculture value chain finance projects.</i> <ul style="list-style-type: none"> • Assist UNCDF in expanding the work from its past projects to STREIT. This will include working closely with agri- value chain-related agencies in East and West Sepik provinces of PNG on a regular basis. • Co-ordinate and track progress of UNCDF's work on specific projects assigned to consultant under the STREIT programme. • Travel to rural and interior areas in PNG to conduct user testing, awareness building and partner training for STREIT. 	60%	Country Lead– UNCDF

<ul style="list-style-type: none"> • Prepare updates, presentations and spreadsheets and assist in delivering briefing sessions to UNCDF partners, donors and development agencies. • Maintaining documents (including meeting notes) related to STREIT. • Explore agri-MSME related digital finance initiatives at national or sub-national level. • Engaging and developing productive relationships with range of stakeholders to help deliver on projects designed. 		
<p>Payment upon acceptance and submission of the following deliverables:</p> <p>2. Support international agri-finance consultant in delivering technical assistance and research:</p> <ul style="list-style-type: none"> • Regular report of support offered to UNCDF appointed international technical expert based in Wewak for technical assistance to partner FIs • Report on trainings, workshops, events organised and/or facilitated for stakeholders' engagement related to various projects. 	20%	Country Lead- UNCDF
<p>Payment upon acceptance and submission of the following deliverables:</p> <p>3. Assist UNCDF in Results Management and periodically compile and record data relevant to the UNCDF work: Develop a suite of lessons learnt documentation from STREIT. Develop and prepare monthly/quarterly reports for relevant stakeholders and project funders on STREIT.</p> <p>4. Develop reports and lessons learnt documentation on STREIT at national and sub-national level. Liaise with UNCDF project partners to collect, record, and store project related (usage) data and present to the UNCDF Management and KM/ Comms team for inputs in compiling and completing quarterly and bi-annual reports for UNCDF IIC, donors and development agencies.</p>	15%	Country Lead- UNCDF
<p>5. Under the supervision of UNCDF Management the incumbent will be tasked to work on UNCDF Workstreams which include - Financial Innovation, Policy & Regulations and Consumer Empowerment</p>	15%	Country Lead- UNCDF

Reporting and payment terms

The Consultant will work under the direct supervision of the Country Lead -UNCDF or his delegate and in close coordination with UNCDF country office team members and STREIT implementing partners.

Submission of specific deliverables will be completed in accordance with the above schedule unless revised timelines are mutually agreed by UNDP and the Consultant. Acceptance of deliverables will be determined by Country Lead- UNCDF.

Milestone payments will be made upon submission and acceptance of specific deliverables.

Institutional Arrangement

- The consultant will be part of the UNCDF team and will primarily work on STREIT and other projects to leverage on synergies. He /She will be working closely with teams consisting of representatives from several sister UN agencies.
- The consultant will report to the UNCDF Country Lead, PNG based in Port Moresby or his designate.
- Based on duty station, the consultant will operate from the UNCDF office in Port Moresby and UN Joint office based in Wewak.

Deliverable and Payments

UNCDF will make the payment(s) subject to a written satisfactory acceptance report provided by UNCDF Country Lead, PNG against the achievement of the following deliverables

- A quarterly workplan highlighting the key activities and outputs.
- Project Progress Report submitted after every 20 billable days or monthly, whichever is earlier.

The progress report is expected to be 2-4 pages highlighting the satisfactory progress made against the agreed work plan. UNCDF will provide the template for the report.

UNCDF will provide feedback on the work of the consultant to ensure the quality of deliverables as per the expectations of UNCDF and that the work is aligned with the broader project objective.

The consultant is required to submit the supporting documents such as timesheets and evidence of the work completed along with the Progress Report. The payments are subject to UNCDF's approval of the Project Progress Reports and the submission of the finalized documents, after incorporating the feedback.

Education and Experience

- Minimum of University degree qualifications in Economics, Microfinance, Finance, Humanities, or related discipline.
- Certifications/ qualification in Digital Financial Services and/or Community-Based Microfinance is desirable.
- Minimum 3 years' experience of working in digital financial services, branchless banking, agriculture value chains or financial services or financial inclusion
- Minimum 2 years' Experience in conducting assessments of micro finance institutions on their operational viability, financial feasibility, market expansion, product diversification strategies
- Minimum 2 years of Proficiency and experience in project management, innovation, and publications
- Practical and applied knowledge of micro finance core principles and best practices

Corporate Competencies

- Open to work with challenging projects in challenging environment.
- Ability to plan, organize, implement and report on work;
- Strong networking, interpersonal, communication and facilitation skills;
- Strong analytical, reporting and writing abilities skills;
- Experience in managing clients and partners—from early stage companies to mature organizations;
- Solution-focused and medium-agnostic, willing to step out of your core skill set or discipline to find the correct solution to a challenge;
- Results-driven, problem-solver with structuring and analytic capabilities;
- Strong ability to plan and act strategically, even in situations of ambiguity, to develop tangible solutions;
- Team player with sense of humor;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

Evaluation

Cumulative analysis

The proposals will be evaluated using the cumulative analysis method with a split 70% technical and 30% financial scoring. The proposal with the highest cumulative scoring will be awarded the contract. Applications will be evaluated technically, and points are attributed based on how well the proposal meets the requirements of the Terms of Reference using the guidelines detailed in the table below.

When using this weighted scoring method, the award of the contract may 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 a pre-determined set of weighted technical and financial criteria specific to the solicitation.

Criteria	Points	Percentage
Technical Criteria		70%
i. Qualification		
<ul style="list-style-type: none"> Minimum of University degree qualifications in Economics, Microfinance, Finance, Humanities or related discipline. 	10	
<ul style="list-style-type: none"> Certifications in Community-Based Microfinance/ DFS is desirable. 	5	
ii. Experience		
<ul style="list-style-type: none"> Minimum 5 years' Experience in managing DFS deployments, agriculture value chains with solutions for customer acquisition and agent network management, for digital channels in low-fidelity, low-resource environments 	15	
<ul style="list-style-type: none"> Minimum 2 years' Experience in conducting assessments of micro finance institutions on their operational viability, financial feasibility, market expansion, product diversification strategies 	15	
<ul style="list-style-type: none"> Minimum 2 years of Proficiency and experience in project management, innovation, and publications 	10	
<ul style="list-style-type: none"> Practical and applied knowledge of micro finance core principles and best practices 	5	
iii. Competency		
<ul style="list-style-type: none"> Open to work with challenging projects in challenging environment. 	1	
<ul style="list-style-type: none"> Ability to plan, organize, implement and report on work; 	1	
<ul style="list-style-type: none"> Strong networking, interpersonal, communication and facilitation skills; 	1	
<ul style="list-style-type: none"> Strong analytical, reporting and writing abilities skills; 	1	
<ul style="list-style-type: none"> Experience in managing clients and partners—from early stage companies to mature organizations; 	1	
<ul style="list-style-type: none"> Solution-focused and medium-agnostic, willing to step out of your core skill set or discipline to find the correct solution to a challenge 	1	
<ul style="list-style-type: none"> Results-driven, problem-solver with structuring and analytic capabilities; 	1	
<ul style="list-style-type: none"> Strong ability to plan and act strategically, even in situations of ambiguity, to develop tangible solutions; 	1	
<ul style="list-style-type: none"> Team player with sense of humor; 	1	
<ul style="list-style-type: none"> Displays cultural, gender, religion, race, nationality, age sensitivity and adaptability. 	1	
Financial Criteria – Lowest Price		30%
Total		100%

Documents to be included when submitting Consultancy Proposals

The following documents are mandatory and should be submitted:

- A current curriculum vitae outlining relevant experience and expertise. This should include additional details such as education, training, experience and other such information that may be of relevance.
- Maximum three-page statement in support of their curriculum vitae on how they will deliver the services required. This statement should highlight their contextual knowledge of the Sepik and any relevant experience both in the Sepik provinces and Papua New Guinea. The statement should complement the consultant's curriculum vitae.

- c) Duly executed **Letter of Confirmation of Interest and Availability** using the template provided by UNDP, which can be accessed from this [UNDP PNG Procurement page](#). This includes a **Financial Proposal that indicates the all-inclusive fixed total contract price, mandatory travel and medical insurances, one international economy class return air fare, supported by a breakdown of costs, as per the template provided**. If an Offeror is employed by an organization/company/institution, and he/she expects his/her employer to charge a management fee in the process of releasing him/her to UNDP under Reimbursable Loan Agreement (RLA), the Offeror must stipulate that arrangement at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDP.

Lump-sum contracts

The financial proposal shall specify a total lump-sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in instalments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR. In order to assist the requesting unit in the comparison of financial proposals, the financial proposal will include a breakdown of this lump-sum amount (including travel, living expenses, and number of anticipated working days).

Travel

All envisaged travel costs must be included in the financial proposal. This includes all travel to join duty station/repatriation travel. In general, UNDP should not accept travel costs exceeding those of an economy class ticket; should the IC wish to travel on a higher class, they should do so using their own resources.

In the case of unforeseeable travel, payment of travel costs including tickets, lodging, and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

Submission Instructions

Submission Instructions

Completed proposals should be submitted to procurement.png@undp.org with mandatory email subject: Consultancy for National Digital Financial Services Consultant – **no later than 06 April March 2021**. For any clarification regarding this assignment please write to procurement.pg@undp.org

Please be guided by the instructions provided in this document above while preparing your submission.

Incomplete proposals and failure to comply with proposal submission instruction will not be considered or will result in disqualification of proposal.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Approved by:

Name: Jagdeep Dahiya

Title: Country Lead, UNCDF - PNG

Date: **14 March 2021**