**Terms of Reference (ToR)**

# Conduct Early Signs of Impact Assessment of Sarathi II Project

# Background

Swisscontact is a leading international development organisation promoting inclusive economic, social, and ecological development to make an effective contribution towards sustainable and widespread prosperity in developing and emerging economies. ‘Sarathi – Improving Financial Health’ is a financial inclusion project jointly funded by MetLife Foundation and the Happel Foundation as part of the Swisscontact Development Programme, which is co-financed by the Swiss Agency for Development and Cooperation (SDC) and Federal Department of Foreign Affairs (FDFA).

Sarathi, in its current phase, aims to enable a network of private and public stakeholders to facilitate access to existing and customised, preferably digital, financial health solutions for at least 265,000 low-income industrial workers, especially ready-made garments (RMG) workers. Additionally, Sarathi focuses on skills development and women entrepreneurship to encourage long-term financial stability.

The project implements the following two interventions:

* Improving the financial health of RMG workers and their communities by increasing digitised financial access points, by introducing and scaling microloans, savings, and insurance products, and by partnering with technology companies; and
* Skills development programmes for upskilling with a special focus on women and women entrepreneurship promotion.

For further information, please visit: https://www.swisscontact.org/en/projects/sarathi-progress-through-improved-financial-health

# Objective

The overall objective of the assignment is to assess the attributable changes made by Sarathi in improving the financial health of the RMG workers and their community members. Defining the sample size as 450 beneficiaries and at least 20 factories. To specify:

* Evaluate the effectiveness of the financial inclusion project;
* Assess the project's impact on target populations and communities;
* Identify key success factors and areas for improvement; and
* Provide recommendations for future project development.

# Geographic location

Gazipur (Sreepur, Kaliakoir, Sadar), Dhaka (North city corporation, South city corporation), Narayanganj (Sadar), Chattogram (City corporation).

# Duration of assignment, specific activities, and targets

**Duration of assignment**

30 April 2024 to 25 July 2024

**Scope of the assignment**

Overall

* Measure the attribution of the existing target group’s financial behaviour, and constraints of their communities between the project and surrounding non-project locations;
* Assess the perception of the target group regarding financial products and services and their level of satisfaction;
* Assess the adoption of long-term financial goals among the target group, evaluating disposable income for desired activities post-essential expenses and savings;
* Measure to what extent each newly introduced service/product contributed to solving previously identified problems/constraints in the market system, and how this has helped the target group(s) to improve their performance;
* Assess which particularly vulnerable or excluded groups such as LNOB communities the project reached and their benefits from project activities;
* Assess gender dynamics within the project activities including the roles and participation of men and women.

Financial resilience

* Assess the contributions made by the project in awareness raising of the target group in building usage of financial and digital products and services;
* Assess the contributions made by the project in changing the behaviour of the target group in building usage of financial and digital products and services;
* Measure the target group’s understanding of household budget management, forecasting of their finance, knowledge of financial products and services, ability to make informed financial decisions, and awareness of financial risks and opportunities;
* Assess the target group’s reduction of financial vulnerability/improvement in resilience due to access to formal financial services (digital transactions, savings, loans, insurance).

Skills development

*Upskilling*

* Evaluate the level of improvement of their quality of work/productivity/self-confidence/capability of the target group due to project interventions;
* Conduct a comparative analysis to measure what extent the upskilling service contributed to solving previously identified problems/constraints in the industry, and how this has helped the target group(s) to improve their performance;
* Evaluate the quality of training provided by the service provider, and the support they receive from Swisscontact and factories in the training programme;
* Evaluate to what extent the participating factories have built their in-house capacity to upskill their workers; and
* Assess the target group’s designation revision and employment rate, income trends, economic condition, etc. in project locations, followed by measuring the abovementioned factors.

*Entrepreneurship*

* Evaluate the level of self-confidence/capability of the target group and their improvements due to project interventions;
* Evaluate the quality of training provided by the service provider, and the support they receive from Swisscontact and the service provider;
* Evaluate how the partner’s mentoring support and access creation of loans impacted their business management and expansion;
* Conduct a comparative analysis of the target group’s bookkeeping knowledge and link market actors to boost their business;
* Assess the target group’s graduation, business expansion, income trends, economic condition, etc.

Insights from factory management

* Compare the perception of RMG management authority and officials regarding the financial health improvement of the target group between project and non-project areas.

Project’s progress

* Appraise project progress achieved to date in comparison with the performance indicators outlined in the project Monitoring and Results Measurement Framework;
* Measure the systemic change of the market system to realise the project’s attribution to date;
* Collect a minimum of two success stories per intervention from the field to encapsulate how the project has impacted the target groups.

1. **DELIVERABLES**
2. **Roles of the firm/consultant**

* The consultant/firm will be responsible for conducting the early signs of impact assessment of phase II of the Sarathi project.

1. **Tasks or deliverables of the firm/consultant**

*The suggested, but not limited to, specific tasks or deliverables of the Consultant/firm are:*

* A desk review report on the existing financial inclusion scenario in Bangladesh;
* An inception report which must include study design, methodology, and a detailed work plan;
* Design tools for data collection (qualitative and quantitative) and data collection methodology where assignment objectives should be reflected;
* Pilot-test the data collection tools and methodology and make necessary changes (if needed);
* Organise the training for the field enumerator;
* Collect, validate, clean, transcript and analyse data, and share initial findings based on the field data;
* Preparation of draft report for feedback;
* Organize data validation or reflection meetings where data will be validated from the reflection of different teams or stakeholders;
* Incorporating feedback and preparing a final report (with infographics) and a summary presentation (on MS PowerPoint); and
* Share raw data, field notes, transcripts, recordings, etc. with Swisscontact.

1. **Roles of Swisscontact**

* Assist in study planning activities and provide technical assistance (as required);
* Provide a list of the RMG factories, project participants, and their locations;
* Share relevant project documents;
* Provide technical support in enumerator and supervisor training; and
* Provide overall guidance.

1. **REQUIRED QUALIFICATION**

This guideline shall ensure uniformity of applications submitted by all consultants and transparency of the evaluation process. However, the minimum eligibility criteria are:

* Minimum 5 years of proven experience in impact assessment or development project evaluation;
* Substantial knowledge and understanding on Bangladesh’s RMG industry and financial inclusion;
* Experiences in conducting related types of assignments on RMG workers and their communities;
* Experience in market system development;
* Expected to maintain a strong level and flow of communication with project team and relevent stakeholders during the assignment; and
* Demonstrated ability to produce high-quality study, review, and analytical reports.

1. **PAYMENT SCHEDULE**

The payment schedule will be decided in consultation with the selected service provider before issuing the contract.

1. **REPORTING**

The onboarded agency will report to the MRM focal point of Sarathi II.

# Technical and Financial Proposal Parameters

The selection criteria are divided into two parts:

* Technical Proposal (70% of the total possible score);
* Financial Proposal (30% of the total possible score). The service provider will develop a detailed financial proposal as per the overall tasks of this assignment.

The bidder is required to submit a technical proposal. The technical proposal should include the following elements:

A brief proposal in the prescribed format with (Calibri 11 point, single spacing, no more than 10 pages) should outline the following:

* Understanding of the ToR
* Brief outline of how the service provider will accomplish the tasks listed in the ToR
* Resumé of the experts/coordinators/field officers
* Summaries of the service provider/ consultant(s)’/ experts’ previous experiences that would be useful for this assignment

Along with the technical proposal, the bidder is required to submit a financial proposal, in a separate file. The financial proposal will be opened only for organisations scoring 75% and above in the technical proposal.

# Scoring criteria

The scoring criteria will be as follows:

| **Criteria** | **Weight** |
| --- | --- |
| Understanding of the assignment | 10 |
| Background and experience of the bidder (evidence documents, website, reports, etc.) | 20 |
| Strategic thinking and technical knowledge of the proposal | 25 |
| The efficiency and effectiveness of the proposed plan | 15 |
| Financial Proposal | 30 |
| **Total** | **100** |

***N.B.: Swisscontact will open the financial quotation of those bidders who achieve at least 70% marks in the technical evaluation. Top three bidders will be considered for giving a short presentation where the overall assignment will be discussed in detail including budget negotiation.***

The following method will be applicable for evaluation of the potential firm[[1]](#footnote-2):

* Quality and cost-based evaluation will be conducted by an evaluation team.
* The final selection will be done considering the following:
  + Technical score converted to 50 points (Achieved technical score/Assigned technical score\*50)
  + Presentation and interview – 20 points
  + Revised financial proposal – 30 points.
* The bidder achieving the highest score out of 100 will be awarded the contract, provided both parties reach an agreement on the final budget. If there is no agreement on the final budget, then the bidder with the second highest score will be considered.

# Required Documentation

In addition to the Request for Proposal (RfP), and budget, it is mandatory for bidders to submit necessary documents demonstrating their legal, taxation and financial status. The documents should be part of the technical proposal and include the following:

* A technical proposal (Maximum 10-12 pages) showing understanding of the assignment, proposed methodology, timeline (activity plan), key staff profiles, roles, and individual time to be spent on the assignment;
* A separate financial proposal setting out a detailed budget for the assignment;
* Submission of an organizational profile, with the CVs of key personnel who will be involved in the assignment;
* A list of the existing clientele of the organization;
* It is mandatory for the bidding organizations to submit documentary evidence demonstrating their legal, taxation, and financial status. This includes:
* A certificate of incorporation (for individual companies, a trade license);
* NGO bureau registration (if applicable);
* An organizational organogram of key personnel, inclusive of the names of such personnel;
* Tax identification number (TIN);
* VAT registration number;
* Proof of a segregated account (providing the name and address of such account);
* PSR (Proof of submission of return).

# General terms and conditions

* The consultant or consulting firm must agree to adhere to the data protection policy. Under no circumstances shall the consultant have the opportunity to alter the timeline and planning of data collection, submission of the first draft, and final report;
* The consultant or consulting firm is obligated to maintain standard quality in data collection, processing, and reporting;
* The consultant bears the responsibility to rewrite the report and modify sections until it meets the quality standards required by Swisscontact; and
* All soft and hard copies of the assignment are deemed the property of Swisscontact.

# Submission Guideline

* **Technical Proposal:** Interested consultants/firms should submit the technical proposal via email [bd.procurement@swisscontact.org](mailto:bd.procurement@swisscontact.org)

* **Financial Proposal:** Interested consultants/firms required to submit the sealed envelope containing hard copy of financial proposal.

Hard copies should be submitted to the address below:

**Sr. Officer – Procurement**

Swisscontact Bangladesh

House 28, Road 43, Gulshan-2, Dhaka 1212, Bangladesh

The subject line: **“*To Conduct Early signs of impact Assessment of Sarathi II*”** must be mentioned on the envelopeand e-mail.The deadline for submission is ***18 April 2024*** before ***05:00 pm***.

***Swisscontact does not accept any email or phone call for any clarification before the submission deadline. Interested bidders are requested to submit the bid based on their understanding.***

1. *a) Swisscontact has no obligation to award the contract to any applicant if the proposals submitted do not match the quality and/or the budget requirements of Swisscontact*

   *b) Swisscontact has no obligation to provide any further information to bidders or any other third party about the evaluation process and its results* [↑](#footnote-ref-2)