Terms of Reference (ToR)

for

Conducting Project Impact Evaluation for Sarathi – Progress through Financial Inclusion

# 1. Background

The RMG workers, despite their significant contribution to the national economy and global fashion industry, remain outside the purview of formal banking services with limited or no access to relevant, quality and affordable banking products and services.

**Sarathi – Progress through Financial Inclusion** is a 36-month project (Jan 2018-Dec 2020), jointly funded by MetLife Foundation and Swisscontact. It is working with commercial banks and RMG factories in Bangladesh to bring RMG workers, especially women, within the sphere of formal banking services and to enable them to conduct financial transactions as account holders and clients. The project activities are directed to find market-based and scalable solutions that address underlying constraints such as:

1. Inadequate financial literacy
2. Lack of access to formal banking services
3. Inadequate commercially viable business solutions for banks to cater to their needs.

The project is currently in the last quarter of its intervention. The project results as of June 2020:

* 66,000 RMG worker salary accounts have already been opened across 49 RMG factories through four partner commercial banks;
* Sarathi has organized 225 literacy sessions for 16,950 RMG workers;
* 49 partner RMG factories disburse RMG workers salary through bank accounts;
* 64 Alternative Delivery Channels (ADCs) were made accessible to RMG workers.

# 2. Objectives of the Study

The main objective of this assignment is to assess the overall achievement of the project and quality of implementation as well as the overall impact of the project on project beneficiaries and relevant stakeholders. The purpose of the assignment is to find the following areas.

1. To conduct assessment of specific outcomes and indicators of Sarathi interventions. The impact assessment study report will be used as a measurement tool to assess the project successes and achievements against the log frame targets;
2. To find the impact of the project on the financial behaviour of the RMG workers within the project’s target group, their families and communities;
3. To draw lessons from the project’s intervention that can be taken to further develop the project;
4. Analysing the early sign of systemic change made by the project.

3. Methodology

This study will employ a multidisciplinary approach— both quantitative and qualitative — and will triangulate data gathered from different sources including secondary literature, sample questionnaire surveys, in-depth interviews (IDI) and key-informant interviews (KII). The representative sample will be included in this study and the analytical results must be disaggregated by location, age and sex. The quantitative survey will be divided in two groups, one is the treatment group, and another is control group.

Table 1: Methodology of the Assignment

|  |  |  |
| --- | --- | --- |
| **Interview Method** | **Respondents** | **No of Respondents** |
| Quantitative survey | RMG Workers | 400 (Treatment) 200 (Control) |
| In-depth interview (Beneficiaries Stories) | RMG workers | 50 |
| Key Informant Interviews | Bank officials  | 20 |
| Factory Management |
| Bank Agents |
| ATM Representatives |
| Family members of RMG workers |
| BGMEA and BKMEA officials |
|  | **Total** | **670** |

4. Geographical Location

The impact assessment will be carried out in Dhaka, Gazipur, Naryanganj, Tangail, and Chattogram districts which include project beneficiaries, factory management, bank personnel and other relevant stakeholders of the project.

# 5. Duration of assignment, specific activities, and indicators

**The duration of the assignment is 2.5 months, starting from 15 October 2020 to 31 December 2020.** For the benefit of effective planning, the prospective bidder can refer to the table below:

Table 2: Specific Activities[[1]](#footnote-2)

|  |  |
| --- | --- |
| **Sl.** | **Activites** |
| 1 | Inception report and extensive literature review; (Submit a report/presentation of the findings) |
| 2 | Finalize RMG factories and communities for sample surveys |
| 3 | Develop overall work plan and detailed field plan with assigned responsibilities of each human resource recruited for this assignment. Set day wise targets for every individual  |
| 4 | Finalize the study methodology |
| 5 | Finalize questionnaires and checklists for: * Quantitative surveys;
* In depth interviews (finding success stories);
* Key Informants Interviews (as defined in Table 1).
 |
| 6 | Conduct pre-testing of questionnaires and make improvisation as per need |
| 7 | Conduct data collection  |
| 8 | Complete data triangulation, cleaning, coding and analysis  |
| 9 | Prepare a dashboard for Sarathi where the project team can efficiently summarize and view key project outcome indicators  |
| 10 | Submit draft report and present findings to Sarathi |
| 11 | Incorporate feedback and submit the final report  |

## **The role of Swisscontact will be to:**

* Provide approval of the methodology and work plan;
* Review and approve the questionnaire;
* Supervise data collection, cleaning and analysis through active participation;
* Provide feedback on the draft report;
* Approve personnel proposed for conducting surveys, Qualitative Study and KIIs;
* Cover all associated costs for this assignment upon submission of appropriate supporting documents, bills and vouchers;
* Provide approval for the final report;
* Learn to update and operate the dashboard prepared

**Project indicators:**

The impact assessment must find the outcomes of the following indicators in addition to other relevant indicators:

Table 3: Sarathi Project Indicators

|  |  |
| --- | --- |
| **SL No** | **Indicators** |
|
| 1 | Number of banks developed and offered appropriate loan products and other bundles for the RMG workers through their ADCs |
| 2 | Number of RMG workers who have improved knowledge on available counselling services |
| 3 | Number of RMG workers have improved knowledge on financial planning |
| 4 | Number of RMG workers who have a formal account for the digitized wage payment |
| 5 | Number of RMG workers who have a formal savings/deposit account |
| 6 | Number of RMG workers who have a formal credit account |
| 7 | Number of RMG workers with at least one active formal account |
| 8 | Average number of transactions per active account per month |
| 9 | Average amount of transactions per active account per month |
| 10 | Average number of active formal accounts per RMG workers |
| 11 | Number of RMG workers apply knowledge received through financial literacy events |
| 12 | Number of banks and agents offering financial literacy services |
| 13 | Number of banks and agents conducted product promotion events |
| 14 | Number of RMG workers participated in the financial literacy and product promotion events  |
| 15 | Number of agencies conducted practical demonstration & awareness campaigns in strategic locations |
| 16 | Number of practical demonstrations & awareness campaigns conducted |
| 17 | Number of people covered under practical demonstration & awareness campaigns |
| 18 | Number of banks developed staff (HR, Admin) capacity for ADCs |
| 19 | Number of bank staffs participating in capacity building programs on RMG factory’s wage digitization |
| 20 | Number of RMG workers have improved financial management practices/behaviors |
| 21 | Number of RMG workers who benefited from digitized wage payment, savings/deposit schemes, loan schemes and other bundle offers |

# 6. Schedule of Payment and Means of Verification

Invoices will be paid upon receiving the pre-set deliverables as mentioned in the table below[[2]](#footnote-3):

Table 4: Schedule of Payment and Means of Verification

|  |  |  |
| --- | --- | --- |
| **Sl.** | **Deliverables and means of verification**  | **Maximum allowable limit per invoice**  |
| **Invoice 1** | Report/presentation of the findings of literature review | 40% of contract value (upon submission of required deliverables) |
| Complete list of locations and clusters of RMG factories and communities for surveys |
| Overall work plan, methodology and detailed field plan with assigned responsibilities and daily targets of each human resource recruited for this assignment |
| All questionnaires and checklists finalized |
| **Invoice 2** | Filled up questionnaires (hardcopy) and database (softcopy). In case of online surveys (if applicable), submit the information database | 60% of contract value (upon submission of required deliverables) |
| Submission of the Final Report |
| Presentation and handover of the dashboard prepared for Sarathi’s outcome indicators  |

Each payment will be affected after submission of invoices and till date expense report. Any deviation without prior consent and rationale will be considered as non-performance.

7. Technical and Financial Proposal Parameters

The selection criteria is divided into two parts:

* Technical Proposal (70% of the total possible score);
* Financial Proposal (30% of the total possible score).

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

* Detailed plan as per requirements stated in *Section 5 and 6, Table 2: Specific Activities,* and *Table 4: Schedule of payment and means of verification;*
* Description of organizational capabilities and related experiences;
* Proposed staff members who will be assigned to this assignment, including the percentage of time to be devoted for this assignment and the description of staff experience. The CVs of the proposed personnel should include signed confirmation of their availability for the assignment. The CVs should be submitted as Annex and maximum three pages should be allocated for each CV;
* References: please include names, contact numbers and the main types of services that your organization provides/provided for the current and former clients.

Along with the technical proposal, the bidder is required to submit a financial proposal as a separate PDF file. The financial proposal will be opened only for the agencies scoring 70% and above in the technical proposal. The financial proposal would be evaluated based on:

* Competitiveness of the financial offer;
* Relevance and consistency with the technical proposal.

# 8. Scoring criteria

The scoring criteria will be as follows:

Table 5: Selection Criteria for Evaluation of Technical Proposal

| **Criteria** | **Weight** |
| --- | --- |
| Background and experience of the bidder | 15 |
| Personnel involved in the assignment  | 15 |
| Strategic thinking and technical knowledge | 20 |
| Efficiency of the proposed work plan  | 20 |
| **Total** | **70** |

The following criteria will be applicable for evaluation of the potential firm[[3]](#footnote-4):

* Quality and cost-based evaluation will be applied by an evaluation team comprising of members of the Sarathi project and Swisscontact administration team;
* The bidder achieving the highest score in the proposal 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.

# 9. Required Documentation

In addition to the technical and financial proposals, it is mandatory for bidders to submit necessary documents demonstrating their legal, taxation and financial statuses. The documents should be part of the technical proposal and include the following:

* A certificate of incorporation (for individual companies- a trade license);
* Joint stock registration certificate (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 an account);
* Other valid papers (Provided by Government institutions);
* The vendor has to bear all Annual Income Tax (AIT) and VAT. The total amount of VAT should be mentioned in the financial proposal.

# 10. Submission Guideline

Interested bidders should send the technical and financial proposals as separate PDF copies by **Tuesday**, **06 October 2020 before 05:00 PM** to the email address mentioned below:

**bd.procurement@swisscontact.org**

1. Modification of the table can be made on a mutual agreement with the selected organization as per necessity. [↑](#footnote-ref-2)
2. Modification of the table can be made on a mutual agreement with the selected organization as per necessity. [↑](#footnote-ref-3)
3. 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-4)