





Request for Expression of Interest



Financial Access for Rural Markets, Smallholders and Enterprises (FARMSE),
Ministry of Finance and Economic Affairs
P. O. Box 30049, Capital City,
Lilongwe3. Malawi.

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Investing in rural people

Request for Expression of Interest(REOI) Consulting Services-Firm Selection

**Procurement Title: Development of National
Financial Inclusion Portal for Reserve Bank of
Malawi**

Procurement Ref No: FARMSE/0298/23/MW

Issue Date: 8th September, 2023

Development of Financial Inclusion Portal

The Government of Malawi has received [has received financing from the International Fund for Agricultural Development (“the Fund” or “IFAD”) towards the cost of Financial Access for Rural Markets, Smallholders and Enterprises (FARMSE) and intends to apply part of the funding for payment of engaging of a consulting firm to develop and set Financial Inclusion Portal for the Reserve Bank of Malawi. The use of any IFAD financing shall be subject to IFAD’s approval, pursuant to the terms and conditions of the financing agreement, as well as IFAD’s rules, policies and procedures. IFAD and its officials, agents and employees shall be held harmless from and against all suits, proceedings, claims, demands, losses and liability of any kind or nature brought by any party in connection with FARMSE.

1. This request for Expression of Interest follows the general procurement notice that appeared in Nation and Daily Times newspapers on 14th- 15th September and 17th September 2018, on the IFAD website and on DgMarket 15th and 14th September 2021 respectively.
2. FARMSE now invites Expressions of interest (EOIs) from legally constituted consulting firms (not individual consultants) (“consultants”) to develop financial inclusion portal for Reserve Bank of Malawi.
3. More details on these consulting services are provided in the preliminary terms of reference (PTOR) attached as Annex 1.
4. Before preparing its EOIs, the consultant is advised to review the preliminary terms of reference attached as Annex 1, which describe the assignment and Annex 2 that details the evaluation of the technical qualifications of firm.
5. The consultant shall not have any actual, potential or reasonably perceived conflict of interest. A consultant with an actual, potential or reasonably perceived conflict of interest shall be disqualified unless otherwise explicitly approved by the Fund. A consultant including their respective personnel and affiliates are considered to have a conflict of interest if they a) have a relationship that provides them with undue or undisclosed information about or influence over the selection process and the execution of the contract, b) participate in more than one EOI under this procurement action, c) have a business or family relationship with a member of the client’s board of directors or its personnel, the Fund or its personnel, or any other individual that was, has been or might reasonably be directly or indirectly involved in any part of (i) the preparation of this expression of interest, (ii) the selection process for this procurement, or (iii) execution of the contract. The consultant has an ongoing obligation to disclose any situation of actual, potential or reasonably perceived conflict of interest during preparation of the EOI, the selection process or the contract execution. Failure to

properly disclose any of said situations may lead to appropriate actions, including the disqualification of the consultant, the termination of the contract and any other as appropriate under the IFAD Policy on Preventing Fraud and Corruption in its Projects and Operations¹.

6. All consultants are required to comply with the Revised IFAD Policy on Preventing Fraud and Corruption in its Activities and Operations (hereinafter, “IFAD’s Anticorruption Policy”) in competing for, or in executing, the contract.
 - a. If determined that a consultant or any of its personnel or agents, or its sub-consultants, sub-contractors, service providers, suppliers, sub-suppliers and/or any of their personnel or agents, has, directly or indirectly, engaged in any of the prohibited practices defined in IFAD’s Anticorruption Policy or integrity violations such as sexual harassment, exploitation and abuse as established in IFAD’s Policy to Preventing and Responding to Sexual Harassment, Sexual Exploitation and Abuse² in competing for, or in executing, the contract, the EOI may be rejected or the contract may be terminated by the client.
 - b. In accordance with IFAD’s Anticorruption Policy, the Fund has the right to sanction firms and individuals, including by declaring them ineligible, either indefinitely or for a stated period of time, to participate in any IFAD-financed and/or IFAD-managed activity or operation. The Fund also has the right to recognize debarments issued by other international financial institutions in accordance with its Anticorruption Policy.
 - c. Consultants and any of their personnel and agents, and their sub-consultants, sub-contractors, service providers, suppliers, sub-suppliers and any of their personnel and agents are required to fully cooperate with any investigation conducted by the Fund, including by making personnel available for interviews and by providing full access to any and all accounts, premises, documents and records (including electronic records) relating to this selection process or the execution of the contract and to have such accounts, premises, records and documents audited and/or inspected by auditors and/or investigators appointed by the Fund.
 - d. Consultants have the ongoing obligation to disclose in their EOI and later in writing as may become relevant: (i) any administrative sanctions, criminal convictions or temporary suspensions of themselves or any of their key personnel or agents for fraud and corruption, and (ii) any commissions or fees paid or to be paid to agents or other parties in connection with this selection process or the execution of the contract. As a minimum, consultants must disclose the name and contact details of the agent or other party and the reason, amount and currency of the commission or fee paid or to be paid. Failure to comply with these disclosure obligations may lead to rejection of the EOI or termination of the contract.

¹ The policy is accessible at www.ifad.org/anticorruption_policy.

² The policy is accessible at <https://www.ifad.org/en/document-detail/asset/40738506>.

- e. Consultants are required to keep all records and documents, including electronic records, relating to this selection process available for a minimum of three (3) years after notification of completion of the process or, in case the consultant is awarded the contract, execution of the contract.
7. The Fund requires that all beneficiaries of IFAD funding or funds administered by IFAD, including the client, any consultants, implementing partners, service providers and suppliers, observe the highest standards of integrity during the procurement and execution of such contracts, and commit to combat money laundering and terrorism financing consistent with IFAD's Anti-Money Laundering and Countering the Financing of Terrorism Policy.³
8. Procedure: the selection process will be conducted using Quality and Cost Based Selection (QCBS) method as laid out in the IFAD Procurement Handbook that can be accessed via the IFAD website at www.ifad.org/project-procurement. The client will evaluate the EOIs using the criteria provided in Annex 2. The shortlisted consultant(s) will be provided with the detailed TORs and asked to submit a detailed technical and financial offer. The evaluation will include a review and verification of qualifications and past performance, including a reference check, prior to the contract award.
9. Consultants may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.
10. Any request for clarification on this EOI including the TOR should be sent via e-mail to the address below info@farmse.org/rbm no later than 18^h September, 2023 at 14.00 hours CAT. The client will provide responses to all clarification requests by 21st September, 2023 at 17.00 hours CAT.
11. Submission Procedure: Submission of expression of interest be made using the forms provided for this purpose. Your EOI should comprise one (1) original copy of each EOI form annexed to this document. EOIs shall be submitted electronically through this link <https://t.ly/n0Azp> to the address below no later than 25th September, 2023 at 10.00 hours CAT.

Financial Access for Rural Markets, Smallholders and Enterprises (FARMSE)

Attn: Fletcher Chilumpha- Chief Technical Advisor

P. O. Box 30049,

Lilongwe 3,

Malawi

265886347040

Email: info@farmse.org/fchilumpha@farmse.org/mchamba@rbm.mw

³ The policy is accessible at <https://www.ifad.org/en/document-detail/asset/41942012>.

Form EOI-1

EOI Submission Form

[Location, date]

[Authorized official]

Re: Consulting Services for Financial Inclusion Portal

Ref: FARMSE/0298/23/MW

We, the undersigned, declare that:

1. We are expressing our interest in providing the consulting services for the above-mentioned assignment and have no reservations to the REOI, the instructions to the consultants and any addenda thereto.
2. Our expression of interest is open for acceptance for a period of ninety (90) days.
3. Our firm, its associates, including any subcontractors or suppliers for any part of the contract, have not been declared ineligible by the Fund and have not been subject to sanctions or debarments under the laws or official regulations of the client's country or not been subject to a debarment recognized under the Agreement for Mutual Enforcement of Debarment Decisions (the "Cross-Debarment Agreement")⁴, beyond those declared in paragraph 9 of this EOI submission form.
4. We acknowledge and accept the IFAD Revised Policy on Preventing Fraud and Corruption in its Activities and Operations. We certify that neither our firm nor any person acting for us or on our behalf has engaged in any prohibited practices as provided in ITC Clause 6. Further, we acknowledge and understand our obligation to report to anticorruption@ifad.org any allegation of prohibited practice that comes to our attention during the selection process or the contract execution.
5. No attempt has been made or will be made by us to induce any other consultant to submit or not to submit an EOI for the purpose of restricting competition.
6. We acknowledge and accept the IFAD Policy on Preventing and Responding to Sexual Harassment, Sexual Exploitation and Abuse. We certify that neither our firm

⁴ The Cross-Debarment Agreement was entered into by the World Bank Group, the Inter-American Development Bank, the African Development Bank, the Asian Development Bank and the European Bank for Reconstruction and Development, additional information may be located at: <http://crossdebarment.org/>.

nor any person acting for us or on our behalf has engaged in any sexual harassment, sexual exploitation or abuse. Further, we acknowledge and understand our obligation to report to ethicsoffice@ifad.org any allegation of sexual harassment, sexual exploitation and abuse that comes to our attention during the selection process or the contract execution.

7. The following commissions, gratuities, or fees have been paid or are to be paid with respect to the selection process: *[Insert complete name of each recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity.]*

Name of Recipient	Address	Reason	Amount	Currency

(If none has been paid or is to be paid, indicate “none.”)

8. We declare that neither our consulting firm nor any of its directors, partners, proprietors, key personnel, agents, sub-consultants, sub-contractors, consortium and joint venture partners have any actual, potential or perceived conflict of interest as defined in ITC Clause 5 regarding this selection process or the execution of the contract. *[insert if needed: “other than the following:” and provide a detailed account of the actual, potential or perceived conflict].* We understand that we have an ongoing disclosure obligation on such actual, potential or perceived conflicts of interest and shall promptly inform the client and the Fund, should any such actual, potential or perceived conflicts of interest arise at any stage of the procurement process or contract execution.
9. The following criminal convictions, administrative sanctions (including debarments) and/or temporary suspensions have been imposed on our consulting firm and/or any of its directors, partners, proprietors, key personnel, agents, sub-consultants, sub-contractors, consortium and joint venture partners:

Nature of the measure (i.e., criminal conviction, administrative sanction or temporary suspension)	Imposed by	Name of party convicted, sanctioned or suspended (and relationship to the consultant)	Grounds for the measure (i.e., fraud in procurement or corruption in contract execution)	Date and time (duration) of measure

If no criminal convictions, administrative sanctions or temporary suspensions have been imposed, indicate "none".

10. We acknowledge and understand that we shall promptly inform the client about any material change regarding the information provided in this EOI submission form.
11. We further understand that the failure to properly disclose any of information in connection with this EOI submission form may lead to appropriate actions, including our disqualification as consultant, the termination of the contract and any other as appropriate under the IFAD Policy on Preventing Fraud and Corruption in its Projects and Operations.
12. We understand that you are not bound to accept any EOI that you may receive.

[Authorized signatory]

[Name and title of signatory]

[Name and address of firm]

Form EOI-2
Organization of the Consultant

Re: Consulting Services for Financial Inclusion Portal
Ref: FARMSE/0298/23/MW

[Provide a brief description of the background and organization of your firm/entity and of each associated firm for this assignment. Include the organization chart of your firm/entity. The EOI must demonstrate that the consultant has the organizational capability and to carry out the assignment. The qualifications document shall further demonstrate that the consultant has the capacity to field and provide experienced replacement personnel on short notice. Key staff CVs are not required at the shortlisting stage.]

Name of the firm	
Date of establishment	
Country of registration	
Full address of the firm	
Focal point: name, position, contact information (telephone, email):	Name:
	Tel:
	Email:
Number of branches in the country	
Country(ies) of operations with number of branches in each country	
Number of full-time employees	
Number of part-time employees	
Field(s) of expertise of the firm	
Number of professional staff with experience related directly to the assignment	



Subsidiary and associated companies (<i>wherever applicable</i>): (details in the following format to be provided for all associates) – (i) Name of the company (ii) Nature of business (iii) Address of the company (iv) Website of the company (v) Brief description of company (maximum of 120 words)	
Any other information that the consultant would like to add:	

Maximum 10 pages

Form EOI-3
Experience of the Consultant

Re: Consulting Services for Financial Inclusion Portal

Ref: FARMSE/0298/23/MW

[Using the format below, provide information on each relevant assignment for which your firm, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under the preliminary terms of reference included in this EOI. The EOI must demonstrate that the consultant has a proven track record of successful experience in executing projects similar in substance, complexity, value, duration, and volume of services sought in this procurement.

Maximum 20 pages]

Assignment name:	Approx. value of the contract (in current US\$):
Country: Location within country:	Duration of assignment (months):
Name of client:	Total No. of staff-months of the assignment:
Address, and contact details (including email address(es)):	Approx. value of the services provided by your firm under the contract (in current US\$):

Start date (month/year): Completion date (month/year):	No. of professional staff-months provided by associated consultants:
Name of associated consultants, if any:	Name of proposed senior professional staff of your firm involved and functions performed (indicate most significant profiles such as project director/coordinator, team leader):
Narrative description of project:	
Description of actual services provided by your staff within the assignment:	

Name of Firm: _____

ANNEX 1

PRELIMINARY TERMS OF REFERENCE

Consulting Services for Financial Inclusion Portal

GOVERNMENT OF MALAWI



RESERVE BANK OF MALAWI



MINISTRY OF FINANCE AND ECONOMIC AFFAIRS

**FINANCIAL ACCESS FOR RURAL MARKETS, SMALLHOLDERS AND
ENTERPRISES (FARMSE) PROJECT**

TERMS OF REFERENCES

**CONSULTANCY SERVICES FOR THE DEVELOPMENT OF FINANCIAL
INCLUSION PORTAL**

JUNE 2023

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1.0 Background

The Government of Malawi has been undertaking various interventions aimed at strengthening and deepening the financial system and promoting financial inclusion for all Malawians, specifically the underserved and unserved segments of the population. Some current interventions the GoM is implementing in collaboration with different development partners include; i) seven-year Financial Access for Rural Markets, Smallholders and Enterprises (FARMSE) Programme, funded by the International Fund for Agricultural Development (IFAD); ii) the Financial Inclusion and Entrepreneurship Scaling Project (FInES) funded by the World Bank; iii) Support for Digitalization, Financial Inclusion and Competitiveness (DFIC) Project funded by African Development Bank (AfDB). In addition, the Digital Financial Services for Resilience (DFS4Res) Programme by the United Nations Capital Development Fund (UNCDF) is supporting various digital financial services interventions. Further, several initiatives such as financial literacy and consumer protection programs, aimed at improving access and utilization of financial services and products are by underserved communities, especially people living in rural and hard to reach areas, are being implemented by various stakeholders. The overall goal of these initiatives is to promote inclusive access to, and usage of a range of sustainable, affordable and quality financial services, thereby improve the livelihoods and resilience of all Malawians, specifically poor rural and urban households and owners of Micro, Small, and Medium Enterprises (MSMEs).

As part of the efforts aimed at creating a conducive and enabling environment for financial inclusion, the Reserve Bank of Malawi, in close collaboration with key stakeholders including GoM, development partners and FSPs, is in the process of developing a Financial Inclusion Portal (Portal) aimed at providing up-to-date data to inform financial inclusion policy, regulatory and investment decision making by policymakers, development partners, all key stakeholders as well as the general public. The Portal will be a financial and regulatory technological solution that will create a consistent and coherent system necessary for collecting, consolidating, analyzing and managing financial services access and usage data. The Portal will provide a Regulatory Technology (RegTech) solution that will not only support the RBM to carry some of its supervisory role but also benefit other actors in the financial ecosystem including policy makers, financial service providers (FSPs) and customers. The intention is to create a solution that provides online and near real-time financial services data for effective and efficient decision-making on regulation and financial inclusion policies. The Portal will also facilitate the promotion and provision of appropriate financial services and products to different target groups and locations by a wide range of FSPs such as banks, microfinance institutions, financial cooperatives, insurance companies, pension service companies, capital market players, mobile money providers and fintech players.

2.0 Problem Statement:

Currently, the absence of the Portal in Malawi makes it challenging for stakeholders to effectively track financial inclusion progress. Although financial inclusion data exists through periodic demand-side surveys and supply-side sources, the data collection process is semi-automated and data is unconsolidated. This adversely affects the effectiveness and timeliness of financial inclusion policy and regulatory interventions. The Portal is therefore expected to help stakeholders in addressing the following data and information gaps:

- i. Time-consuming collection, consolidation and analysis of data from all financial service providers;
- ii. Unavailability of a national financial data repository where the Reserve Bank of Malawi, financial institutions and other stakeholders can access information about the financial sector, including data on access and usage of financial services and products;
- iii. Absence of an automated system to track the financial inclusion status of Malawi on near real-time basis;
- iv. Reporting difficulties faced by financial service providers whose Management Information System often cannot automatically generate information in the format required by the Reserve Bank;
- v. Inaccurate reporting due to human errors such as data duplication and submission of incomplete and/or incorrect data by the financial institutions to the regulator. For example, FSPs with well established systems will be integrated with the portal to allow for automatic generation, validation and submission of financial services data to the Registrar of Financial Institutions.
- vi. Lack of data-driven policy, regulatory and investment decision-making; and
- vii. Inadequate disaggregated data for different demographic groups.

It is against this background that RBM seeks a qualified consulting firm to compile user requirements, system specifications, system design and develop Malawi Financial Inclusion Portal.

3.0 Expected benefits of the Malawi Financial Inclusion Portal

The Portal is also expected to assist the country to:

- i. Track progress of financial inclusion;
- ii. Advance the implementation of data driven policies and strategies;
- iii. Ease the information flow between the regulator and financial service providers and across various departments within RBM;
- iv. Track the growth trajectory of financial sector services and providers;
- v. Assist in planning for future interventions for the advancement of financial inclusion;
- vi. Analyse the market for potential projects and track outreach of financial access across the country; and Assist RBM and other authorities in fulfilling their supervisory responsibilities.

4.0 Objective of the Assignment

The objective of the assignment is to develop and operationalize the Portal according to the user requirements developed in consultation with stakeholders which will address current data and information gaps related to financial inclusion status.

Specifically, the service provider will undertake this assignment in two phases:

4.1 Phase 1: Development of the user requirements and system design:

- i. Carry out consultations with the client, financial service providers and other key stakeholders to appreciate the current data collection and analysis processes and also to understand their needs;
- ii. Assess capacity and readiness of the RBM and financial service providers to adopt the system;
- iii. Assess the hosting environment for the system;
- iv. Assess current data formats and disaggregation
- v. Propose data migration and collection strategies based on the financial service providers capacities;
- vi. Design a modern financial inclusion Portal with related database, that will be user friendly and interactive
- vii. Design user authentication module for creation of rights and management of users;
- viii. Design Portal APIs for easy integration with other systems;
- ix. Design an interactive dashboard for relevant financial inclusion indicators; and
- x. Prepare and submit user requirements specification and system design documents.

4.2 Phase 2: Implementation of the system:

- i. Develop financial inclusion portal according to user requirements and assessment findings in phase 1;
- ii. Create downloadable and customized reports for relevant stakeholders;
- iii. Create a dashboard for relevant financial inclusion indicators;
- iv. Develop an API and API specifications and have them fully tested with selected financial service providers;
- v. Facilitate user acceptance testing of the Portal;

- vi. Migrate data from existing relevant databases;
- vii. Provide specialized trainings for systems administrators and users from RBM, all relevant financial service providers and other stakeholders on the management and usage of the Portal;
- viii. Test the fully-fledged integrated live web portal for two months;
- ix. Provide source code and user manuals for the portal; and
- x. Provide post-go live support and warrant for the portal for an agreed period of time.

Whilst every effort will be made to provide complete guidance through documentations and user requirements, it is expected that the service provider will be flexible in responding to changing requirements of RBM which may be circumstantial, to the extent possible.

5.0 Scope of work

In order to develop user requirements, system design and specifications and subsequent operationalization of the Portal, the consulting firm will be required to fulfill the following activities:

- i. Assess the current environment in order to gather, analyze and document requirements for the Portal;
- ii. Design and develop a modern financial inclusion Portal with related database, based on the assessment of the users' needs and system requirements;
- iii. Conduct a stakeholder workshop for validation and adoption of the Portal;
- iv. Conduct User Acceptance Tests (UAT) and sign off;
- v. Conduct data collection, transformation and migration;
- vi. Conduct user training for the system administrators and other users from RBM and financial service providers;
- vii. Roll out the system while checking elements of usability (user-friendliness), accuracy, stability, security, controls, and confidentiality among other aspects to ensure a good and functional system; and
- viii. Provide system support as will be determined for effective functioning of the system and maintain a log of user feedback on the systems as well as develop a remedial framework.

6.0 Other general technical/system requirements will include but not limited to:

- i. The system shall be web-based to allow users to easily access the Portal;

- ii. The system should enable automatic pulling of granular operational and core financial services data by RBM from licensed financial service providers; using a virtual private network channel and end-to-end encryption;
- iii. Open database architecture to make sure the platform is future-proof to keep up with the developments in technology (without the older version becoming obsolete) and breaking free of proprietary systems;
- iv. The Portal shall adopt a disaster recovery approach based on the best standards to ensure high availability, stability and security;
- v. The Portal should be able to perform data backup processes without interrupting the system's core operations;
- vi. The Portal shall have activity log and Audit Trail in different file formats;
- vii. The Portal shall be designed on evolutionary mode to accommodate the possible future expansion of the system or meet future requirements arising;
- viii. The Portal shall be able to generate uptime reports in text as well as graphic form.
- ix. The Portal shall be embedded with cyber-security and data protection measures that will protect against data hacking/ tampering, unauthorized data access etc;
- x. The financial inclusion portal will feature distinct user privileges to cater for various needs and ensure appropriate access.
- xi. The Portal shall be used to geo-map financial service providers access points including branches, agents, ATMs, POSs etc; and
- xii. A two-way system in the solution, whereby FSPs can track their growth, activity level from the data they submit to the RBM.

7.0 Deliverables

The work is expected to commence immediately after the signing of the contract. The consultant will be expected to submit the following:

- i. **Inception Report** highlighting the preliminary consultations with the RBM and key stakeholders on the scope, work plan, expected deliverables, support, reporting and related timelines;
- ii. **Needs assessment Report;**

- iii. **System Specification and design document:** Detailed documentation of the system, application, hardware and software architecture, installation procedure, API documentation, database schemas, integration plan, backup and recovery plan and troubleshooting procedures;
- iv. **Web Portal:** Financial Inclusion web portal fully developed, populated, functional and deployed on the RBM Data Centre in line with business requirements and latest best practice;
- v. Signed off User Acceptance Test (UAT) report;
- vi. **Training Report:** for system administration for RBM’s IT Officers and other system users;
- vii. **Validation Workshop Report;**
- viii. **Final report;**
- ix. System Procedures and User Manuals in soft copy; and
- x. Post-implementation review report.

8.0 Timelines

The assignment is expected to be undertaken in duration of seven calendar months (210 calendar day)s and 175 man days subject to discussion with the service provider.

Activity	Man Days
Inception Report	14
Needs assessment Report	25
System Specification document	8
System design document	15
Web Portal	60
Signed off User Acceptance Test (UAT) report	10
Data collection, transformation and migration	15
Training and submission of Report	5
Validation Workshop Report	3
Final report	5
System Procedures and User Manuals in soft copy	15

9.0 Consultancy qualifications and competencies

The party submitting the proposal will identify a lead consultant who is responsible for the oversight and management of all partnering experts/contractors who will be required to be qualified in their field but their combined set of skills and experience must enable the consultant carry out the assignment. The successful firm is expected to have the following key qualifications and attributes:

- i. Software development and project management
- ii. At least 3 years of proven experience in the development and implementation of Financial Inclusion Portal of a similar national scope in a developing or middle-income country.
- iii. At least two similar assignments successfully completed in the last five years.
- iv. Demonstrated excellent coordination and high-level stakeholder engagement skills.
- v. Experience in the financial sector and with the regulator will be an added advantage

The firm should include the following key experts:

a) Team Leader

The lead consultant shall have the following minimum requirements:

- i) Master' Degree in Information Systems/ Information Technology/ Computer Engineering/ Computer Science or related field (preferably with professional certifications) with over 7 years of working experience in the field of information technology, software application development and information management;
- ii) Experience in data analytics, specifically in payment systems, digital financial services, financial inclusion and social network data and/or knowledge in geospatial data/satellite imagery;
- iii) Evidence of capacity to develop/implement management information systems by providing evidence of experience in similar assignments;
- iv) Adequate technical and human capacity to carry out the project timely;
- v) Proven experience in system development ;
- vi) Experience in project management ; and
- vii) Excellent English writing skills.

b) Information Communication Technology Expert

- i) Master' Degree in Information Systems/ Information Technology/ Computer Engineering/ Computer Science or related field (preferably with professional

- certifications) with over 7 years of working experience in the field of information technology, software application development and information management;
- ii) Experience in data analytics, specifically in payment systems, digital financial services, financial inclusion and social network data and/or knowledge in geospatial data/satellite imagery;
 - iii) Excellent oral, written and presentation skills; and
 - iv) Excellent team working abilities.

10.0 Time schedule and reporting requirements

The schedule will be in accordance with an agreed work plan. However, the delivery of the assignment from inception to implementation is expected to be finalized within 210 days from the date of commencement including a 90 days post-implementation support period. Implementation will be split into 2 phases (the duration of Phase One is 105 days, and the duration for Phase Two is 105 days). The 1st phase is development of the user requirements and system design whilst the 2nd phase will be the development, deployment and supervision of the system for stability and support.

11.0 Administrative arrangements and Location

The Consultant shall be reporting to the RBM as well as other stakeholders as deemed appropriate and guided by RBM. The location of the assignment will be in Blantyre with possible visits to Lilongwe and Mzuzu offices for off-site storage, training, support and monitoring of users of the system.

12.0 Confidentiality

The consulting firm is under the obligation of confidentiality and shall only use the confidential information in connection with the performance of the assignment and for no other purposes.

13.0 Procurement Method and Selection Criteria

The Consultant shall be procured through International Competitive Bidding (ICB) and the evaluation will be conducted through Quality and Cost Based Selection (QCBS) Method according to IFAD and GOM Procurement Guidelines; “Selection and Employment of Consultants 2020 and 2017 respectively”.



ANNEX 2

Qualification and Evaluation Criteria

[Insert criteria related to required qualifications and experience of the firm, such as core business and years in business, relevant experience, technical and managerial capability of the firm. The qualifications and experience of key experts shall not be included in the shortlisting criteria as the shortlisted firms will be asked to submit a detailed technical and financial proposal which is then negotiated.]

Item	Criteria	Points
For specific experience, evidence shall include successful experience in the execution of at least 2 projects of a similar nature and scope of works during the last 3 years .		
A.	General experience:	30
i	General experience: firm's core business and relevant experience. Also legally registered and tax compliant	10
ii	General experience: Firm has been in existence for at least 3 years and Firm has required technical and managerial capacity	20
B.	Specific experience	70
i	Experience in system design and project management	20
ii	Experience in setting up financial inclusion portal/portals, at national level, with distinct features including Geo Financial services access maps, interactive dashboard, business intelligence, API integration with various financial services providers and any other features as determined by the client.	40

iii	Experience in training and capacity building of system users	10
	Total Points	100
	Minimum points required to pass	70 points