

## Terms of Reference: Development of a Management and Information System for FSDMoç's Monitoring and Evaluation System

### I. BACKGROUND AND INTRODUCTION

Financial Sector Deepening Moçambique (FSDMoç)<sup>1</sup>, established in April 2014 by United Kingdom (UK) and currently designed by UK Foreign, Commonwealth and Development Office (FCDO), to increase financial inclusion and the access to formal financial services in Mozambique by investing with the private sector in market innovations, providing resources and intellect to address the policy/regulatory impediments to growth of the financial sector and by generating better information of market functions. In 2021 FSDMoç transitioned into a national entity aiming to promote synergies and innovation to achieve financial inclusion with the vision to be a leading institution that drives financial inclusion so to meet communities needs through innovation and technology. Currently FSDMoç is funded by the Embassy of Sweden (EoS).

FSDMoç appreciates the need to add value in the development of inclusive finance in Mozambique and hence plans to monitor and evaluate its efforts at various levels to ensure the cost-effective use of the resources. FSDMoç funders and partners are also placing more emphasis on performance and linking the release of funds to performance-based measures. Decision-making is critically dependent on the timely availability of sound data/information. Therefore, a robust and efficient monitoring and evaluation management information system to guide data collection, analysis, use and the provision of information that will enable tracking of FSDMoç interventions is key to the sustainability of its programs.

FSDMoç, therefore seeks to engage external technical support to help on the development of a Management Information System (MIS) for Monitoring and Results Measurement (MRM) purposes that is in line with the already developed and existing Monitoring and Evaluation (M&E) framework. This will support FSDMoç to develop and implement the M&E strategy involving the following: guiding strategic planning, articulation of the information needs; data collection system, report writing, monitoring and evaluating programme progress in all the different sectors (Micro, Meso and Macro) and ensuring continuous quality improvement. In addition, the Management Information System for MRM will enable to support the project management team and the decision-makers in the operationalization and implementation of the project activities.

### II. OVERALL OBJECTIVE OF THE ASSIGNMENT

The objective of this assignment is to develop a comprehensive Monitoring and Evaluation System that is synchronised with the existing M&E Framework that will effectively guide data collection, analysis, use and the provision of updated information that will lead to improved quality of FSDMoç interventions and programmatic decision making.

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<sup>1</sup> <http://fsdmoc.org.mz/>

**a. Specific objectives**

1. Develop and deploy a user-friendly M&E Management Information System that processes input data and produces relevant information (outputs) in formats suitable to disseminate progress of FSDMoç interventions, assist FSDMoç management in decision making and is synchronised with the existing M&E Framework;
2. Develop a one-stop access portal, accessible anywhere and anytime, that links to documents on the network;
3. Ensure that the MIS' designs meet technical goals that include compatibility, usability, performance, security, reliability, maintainability, reusability, supportability, and recoverability;
4. Ensure that the MIS enhance participatory monitoring and evaluation system of all actors involved in the implementation of the programmatic activities;
5. Advise changes to various templates needed to align with the platform requirements.

**b. Scope of Work**

Below is a description of some of the tasks that the selected consultant/service provider will be expected to perform under this assignment:

1. Workplan of the assignment;
2. Identification of system needs and its objectives;
3. Define System Requirements;
4. System development;
5. Testing;
6. Deployment;
7. Develop guidance manuals and training materials;
8. Support the production of FSDMoç quarterly report;
9. Transfer the maintenance services to a local provider already contracted by FSDMoç;
10. Operations and Maintenance.

**III. METHODOLOGY OF THE ASSIGNMENT**

During this period the consultant is also expected to determine how existing information can best (most efficiently and effectively) be captured into the system once it is developed and present recommendations to FSDMoç team. This is to ensure adequate preparation is made for this activity.

The user requirements must be presented to FSDMoç for consideration and agreement before proceeding to the development of the technical requirements. At this time, a revised work plan must also be submitted for consideration by the FSDMoç.

Following the development of the technical specifications, an internal IT specialist will review and provide advice on the quality and adequacy of the technical requirements to FSDMoç. Once the technical specifications have been agreed to, the consultant will commence the development of the MIS.

Regular progress reports must be provided to the Chief Executive Officer (CEO)/Chief Operations Officer (COO) and the MRM Team according to a schedule agreed at the beginning of the assignment.

It is expected that the consultant will be asked to provide a demonstration of the MIS to staff at some stage during the development of the system to keep them abreast of progress, increase their understanding of the system during its implementation.

Training designs and guidance materials must be tested on staff to ensure ease of use. It is expected that training may be delivered in a workshop environment, on-the-job training and may require on-going coaching in some circumstances.

Based on the information gathered during the completion of the assignment, the consultant must prepare a potential maintenance agreement based on a call-down model.

#### IV. EXPECTED OUTPUTS AND DELIVERABLES OF THE ASSIGNMENT:

To achieve the expected results, the consultant will have to deploy a methodological approach with an implementation chronogram which will be presented by the consultant then validated by FSDMoç technical team at the beginning of the assignment.

No	Task	Deliverables/Milestones	Estimated Level of Effort (LOE)
1	<b>Workplan of the assignment:</b> Kick-off meeting to align expectations and presentation of the work plan for the assignment.	Presentation of the workplan for the assignment.	1 day
2	<b>Identification of system needs and its objectives</b>	Report of system needs and its objectives	30 days
3	<b>Define System Requirements</b>	System Requirements defined	
4	<b>Design and Prototyping:</b> Development of architecture of the system.	Architecture of the system developed	
5	<b>System development:</b> Design of workflows. Dashboards and various reports to be produced by the system as agreed with management. Setup a software and automated testing and release process.	Pilot system available for demo	
6	<b>Testing:</b> Develop a test document with detailed test scenario which will be submitted to FSDMoç for approval.	A system data flow diagram showing the approval levels and workflow	
7	<b>Deployment:</b> deploy a result monitoring and measurement information system	Final demo with user accounts.	

No	Task	Deliverables/Milestones	Estimated Level of Effort (LOE)
8	Develop user friendly guidance manuals, training materials and training programmes in consultation with the M&E Manager and IT Manager.	System user manual and system maintenance documentation (Support in capacity building system administrators to manage the platform).	
9	Support the production of the quarterly report (end of EoS report using the online system).	EoS report developed using the system.	20 days (on demand based on reporting timelines).
10	Transfer the maintenance services to a local provider already contracted by FSDMoç (e.g.: PHC need to be discussed internally).	System is hosted and maintained locally by FSDMoç.	2 days (on demand based on support requested).
11	Operations and Maintenance: Provision of support and maintenance services for one year.	System is upgraded and bugs rectified	1 year support
		Tasks 1 - 8 (30 days) Tasks 9- 10 (~22 days) Task 11 (1 year support)	

## V. LEVEL OF EFFORT AND TIMELINE

The assignment's total Level of Effort is estimated at **30 working days** and is planned to start in August until October 2022.

## VI. Reporting and language

- The consultants will work closely with the FSDMoç MRM team and the IT Manager.
- All reports/documents shall be presented in English.

## VII. REQUIRED QUALIFICATIONS, EXPERIENCE AND COMPETENCE

The following qualifications and competence are required:

Prospective applicant is required to provide profile for all proposed consultants to engage in this assignment in case is applicable, clearly stating their roles and responsibilities, level of effort, and including their technical expertise and practical experience. It is desirable for them to have the following skills and experience:

### *Qualifications and Experience:*

- The consultant should have qualification of at least a master's degree in Information and Communication Technologies (ICT), with a minimum of five years' experience in the software development work and fluent in English and Portuguese is an advantage.

### *Core Competence:*

- Ability to create an environment of creativity and innovation;

- Promoting effective teams;
- Creating and promoting enabling environment for open communication;
- Sharing and building a culture of knowledge sharing and learning;
- Excellent oral and written communication skills;
- Ability to make explicit user needs.

## VIII. EVALUATION CRITERIA AND SELECTION

Technical Criteria Proposals shall be awarded scores out of the maximum number of points as indicated in below:

Criteria	Weight	Total Weight (%)
Relevant qualification	One developer with the relevant experience to ensure the work gets done on time.	10
	Master's degree in Computer Science or any related field.	10
<b>Sub Total</b>		<b>20</b>
Specific experience of the firm related to the assignment:	The consultant should have at least with 3-5 years previous relevant experience managing a similar assignment.	10
	Demonstrated experience and ability to deliver in this area (provide letters of recommendation)	10
<b>Sub Total</b>		<b>20</b>
Understanding of the Terms of Reference and comments including any suggested amendment		10
Adequacy of the proposed technical approach, methodology and work plan in responding to these Terms of Reference		20
Adequate knowledge transfer approach to FSDMoç to ensure sustainability		10
<b>Sub-total</b>		<b>40</b>
Financial Proposal Evaluation - (fees and expenses, value for money)		<b>20</b>
<b>Total</b>		<b>100%</b>

### Format of proposals

The **technical proposal** should include the following, but it should not exceed 10 pages (excluding annexes):

- Names and CVs of the consultant including their qualifications and relevant experience in providing the kind of services required;
- A description of the understanding of your role as outlined in these terms of reference and detailed methodology for the assignment;
- A description of how you intend to fulfil the services within the suggested timeline.

The **financial proposal** should include the information below:

- Clearly state full daily rate for professional fees in EUR;
- The daily rate must be inclusive of all taxes (such as withholding and value added taxes);
- Other expenses to be incurred while undertaking this assignment including travel, accommodation and transfers among others;
- Daily rates for hotels and subsistence are fixed by FSDMoç based on internal policies;

- Financial proposals should be denominated in Euros (EUR).

## **IX. SUBMISSION OF PROPOSALS**

Proposals (both technical and financial) should be submitted to FSDMoç by email to [fsdmoc@fsdmoc.org.mz](mailto:fsdmoc@fsdmoc.org.mz), by 5:00pm (Maputo Time) on Monday, 3<sup>rd</sup> October 2022 under a subject line reading “**Development of a Management and Information System for FSDMoç’s Monitoring and Evaluation System**”. Questions or comments should be sent to the same email address no later than Monday, 26<sup>th</sup> September 2022.

## **X. OWNERSHIP/CONTROL OF WORK PRODUCT/PUBLICATION**

All materials produced or acquired during the appointment - written, graphic, film, digital audio/video or otherwise - shall remain the property of FSDMoç unless and to the extent such rights are explicitly relinquished (in whole or in part) by FSDMoç in writing. FSDMoç furthermore retains the exclusive right to publish or disseminate in all languages, reports arising from such materials. In the event of early termination of the appointment or non-renewal upon its expiration, the consultant shall, if requested by FSDMoç, deliver copies of all materials and data developed with FSDMoç funds. Material developed by the consultant under the TORs may not be used without prior written approval of FSDMoç Intervention Lead.

## **XI. AUTHORSHIP AND ACKNOWLEDGEMENT**

FSDMoç staff will generally be listed as the authors of any publication or other communication that is produced as a result of the research conducted during the appointment. The consultant’s contribution in conducting any research will be acknowledged in any such publication. If in the reasonable view of the Intervention Lead, the consultant contributes significantly to the conceptualization and drafting of any documents, the consultant’s staff will be listed as co-author, along with the relevant FSDMoç staff. All knowledge and information not already within the public domain which the consultant may acquire from FSDMoç, its employees or by the assignment shall for all time and for all purposes be regarded by the consultant as strictly confidential and held in confidence and shall not be directly or indirectly disclosed by the consultant to any person whatsoever except with FSDMoç written consent. All outputs of the work, materials produced during the work, and all by-products shall remain confidential unless FSDMoç authorizes public release.

## **XII. COORDINATION AND SUPERVISION**

The consultant(s) will work closely with the FSDMoç Team, including the MRM team as well as the COO, and the IT Manager and the Finance department. The consultant may also participate in coordination meetings with relevant FSDMoç partners whenever is necessary. The Project’s CEO or her designee will be responsible for technical supervision and acceptance of deliverables.