

NATIONAL MICROINSURANCE ACTION PLAN (NMAP) – RECRUITMENT OF THE MICROINSURANCE CONSULTANT

TERMS OF REFERENCE

1. INTRODUCTION

The Financial Sector Deepening Trust (FSDT) was incorporated in Tanzania in July 2004. The FSDT's overall aim is to develop a deeper financial system that can provide greater access to finance for more Tanzanians. Among its other objectives are:

- (i) Improved policy, institutional, legal and regulatory framework, and data gathering and dissemination for delivery of financial services,
- (ii) Enhanced market infrastructure and support services for financial service providers,
- (iii) More and better financial services available to meet the needs of urban and rural enterprises,
- (iv) More and better financial services available to meet the needs of poor urban and rural households and individuals.

2. BACKGROUND OF THE ASSIGNMENT

FSDT **on behalf of the Microinsurance Technical Working Group (TWG)** seeks to recruit a Consultant who will be responsible for industry coordination and market facilitation of various initiatives aimed at developing an inclusive insurance market in Tanzania. We are looking for an experienced professional who will design and implement market development initiatives and solutions to advance inclusive insurance in Tanzania.

2.1 THE PROJECT

The **tasks and responsibilities** of the Consultant through the duration of the contract are summarized as below:

- 1. Sector coordination and market development strategy implementation
- 2. Draft and implement various terms of reference, concept notes and strategies
- 3. Meetings with key stakeholders
- 4. Operations and administrative duties
- 5. Monitoring & Evaluation
- 6. Report writing

3. OBJECTIVE OF THE ASSIGNMENT

The general objective of this assignment is for the “**Consultant**” to support the inclusive insurance initiatives in the country by providing direct support to TWG, Steering Committee (SC), TIRA, the Insurance Industry and stakeholders in order to address the problem of low demand for insurance and the problem of low supply for insurance and existing constraints of insurance in the country.

The specific objective relates to those tied to the respective tasks and deliverables are indicated below in section 4, the template outlining the Scope of work for the Consultant

4. SCOPE OF WORK FOR THE MICOINSURANCE CONSULTANT, LENGTH OF THE ASSIGNMENT, TIMEFRAMES AND DELIVERABLES

4.1 OVERVIEW OF THE SCOPE OF WORK AND TASKS

The contracted project Consultant will provide technical assistance (TA) to undertake various activities through the assignment. It is important to highlight that all the tasks mentioned will need to be developed to an acceptable standard, be implementable and approved by the TWG, SC and TIRA (where necessary) in order for the level of effort/task to be recorded as completed.

The tasks undertaken will need to contribute to the achievement of Microinsurance target of 50% of the adult population having at least 1 insurance product ~ 12M people by 2019.

4.2 LENGTH OF THE ASSIGNMENT, TIME FRAMES AND DELIVERABLES

Table 1: Template outlining the Scope of work for the Consultant for NMAP Project

Stakeholder	Tasks and Responsibilities	Deliverables	Consultant Level of Effort (LoE) days
1. TIRA	Microinsurance (MI) Regulations	<ol style="list-style-type: none"> 1. To support TIRA with the review of the MI regulations to ensure that it considers the consumer, industry regulatory aspects. 2. To facilitate the development of a draft document 	15
2. TIRA	National Insurance Education Strategy (NIES)	<ol style="list-style-type: none"> 1. To support the NIEC with the execution of the NIES activities. 	20
3. TIRA	National Insurance Policy (NIP)	<ol style="list-style-type: none"> 1. To support TIRA with the execution of the NIP activities. 	10
4. TIRA	Registration of MI Agents	<ol style="list-style-type: none"> 1. To work with TIRA and develop a working plan on ways to promote the registration of MI agencies. 	3
5. SC and TWG	Review of ToRs	<ol style="list-style-type: none"> 1. Reviewing the ToR's at least once a year to ensure relevance. 	3
6. SC and TWG	Membership	<ol style="list-style-type: none"> 1. Introducing new members to the SC and ensuring full membership is in place 	3
7. SC and TWG	Meetings	<ol style="list-style-type: none"> 1. Meeting/engaging the Chair monthly to appraise him on progress-5th of each month 2. Ensuring the minutes of the monthly meeting are signed-off 1 week after the meeting 	15

		3. Circulate the minutes 2 weeks after the meeting	
8. SC and TWG	Sub Committees of the SC and TWG	<p>SC Sub-Committee - Fund raising Committee</p> <p>1. To support the SC Fund raising committee to drive the various Fund raising initiatives in line with the ToRs. - <u>15th each month.</u></p> <p>2. Ensuring the minutes of the monthly meeting are signed-off 1 week after the meeting</p> <p>3. Circulate the minutes 2 weeks after the meeting</p> <p>TWG Sub-Committee (TWG) - Demand driven, Supply strengthening and Enabling environment</p> <p>1.To support the TWG sub-committees to drive the 2017-2019 strategy</p> <p>2. Ensuring the minutes of the monthly meeting are signed-off 1 week after the meeting</p> <p>3. Circulate the minutes 2 weeks after the meeting</p>	20
9. SC and TWG	Reporting on progress and market updates	<p>Progress updates</p> <p>1. Providing a monthly report to the Commissioner, Chairs of SC and TWG on the various activities-<u>5th each month</u></p> <p>Market updates</p> <p>1. To develop a template to record monthly updates from the market on new products, collaborations and new focus areas -<u>10th every month</u></p> <p>Behavioral changes</p> <p>1. To provide a monthly template that highlights the new, enhanced and embedded behavioral changes-<u>10th each month</u></p>	3

10. SC, TWG, Industry and TIRA	Capacity Building	<ol style="list-style-type: none"> 1. To carry out a training needs assessment 2. To prepare a calendar for the CB sessions 3. To ensure the CB sessions are carried out 4. To develop a concept note on how to transition insurers and other stakeholders to pay for CB support 	10
11. TWG, Industry and TIRA	Technical Assistance	<ol style="list-style-type: none"> 1. To carry out a technical needs assessment 2. To prepare a calendar for the TA sessions 3. To ensure the TA sessions are carried out 4. To develop a concept note on how to transition insurers and other stakeholders to pay for TA support 	10
12. TWG, SC and TIRA	Key Performance Indicators for Microinsurance (KPIs)	<ol style="list-style-type: none"> 1. To ensure training on the approved country KPIs is carried out for setting benchmarks and measuring MI performance. 2. To ensure that there is continued reporting on Gender and Youth inclusivity in Insurance 	12
13. Industry	Solutions	<ol style="list-style-type: none"> 1. To support the industry to translate ideas into solutions: products, business models, distribution channels and technology – 3 new solutions outside FinDisrupt and BCF <p>Mobile insurance</p> <ol style="list-style-type: none"> 1. To work with FSDT to engage MNOs and develop a strategy for increased mobile insurance products. 2. Organize a stakeholder session for MNOs and Insurers to develop linkages. 3. Facilitate the implementation of the mobile insurance strategy. <p>Digital insurance</p>	10

		<ol style="list-style-type: none"> 1. To work with FSDT to engage Fintechs and develop a strategy for increased digital insurance solutions 2. Organize a stakeholder session for Fintechs and Insurers to develop linkages 3. Facilitate the implementation of the mobile insurance strategy. 	
14. Industry	RBC	<ol style="list-style-type: none"> 1. To identify and obtain commitment from RBC sponsors 2. To identify groups/organizations for RBCs 3. Organize 2 RBCs 	8
15. Industry	ToT	<ol style="list-style-type: none"> 1. To develop a concept note for the ToT plan with the MICON to June 2018 2. Skills development plan for the ToTs for continued learning and exposure 	8
16. Industry	Crowding in players	<ol style="list-style-type: none"> 1. To identify 3-5 prospective partners to crowd-in for continued support to the Market development 	5
17. FSDT	MI Story	<ol style="list-style-type: none"> 1. To develop a concept note that outlines the best approach to be utilized to tell and record the Tanzania story. 	5
18. FSDT	Microinsurance contact database	<ol style="list-style-type: none"> 1. To update, maintain the database. 2. To be the custodian of the Microinsurance database. 	5
19. FSDT	Monitoring and Evaluation	<ol style="list-style-type: none"> 1. To meet with the FSDT M&E in order to develop a monitoring plan 2. To submit monthly M&E updates against the monitoring plan 	11

- 3. To submit signed copies of all the minutes of the SC and TWG meetings and sub-committee meetings held.
- 4. To submit reports for set interventions/ activities and summarized evaluation forms
- 5. Ensure all necessary reporting and submission of documents (soft-copy and hardcopy) is done.
- 6. Compiling and submission of comprehensive report(s) on the assignment covering all tasks. The report(s) should include successes, lessons learnt and identified market changes.

		<ul style="list-style-type: none"> 3. To submit signed copies of all the minutes of the SC and TWG meetings and sub-committee meetings held. 4. To submit reports for set interventions/ activities and summarized evaluation forms 5. Ensure all necessary reporting and submission of documents (soft-copy and hardcopy) is done. 6. Compiling and submission of comprehensive report(s) on the assignment covering all tasks. The report(s) should include successes, lessons learnt and identified market changes. 	
		Total	176

5. METHODOLOGY

The methodology for this assignment will be that the Consultant will need to work closely with the TWG and FSDT team in order to ensure that the various outputs are prepared, executed and aligned to the required standard.

6. CONDUCT OF THE WORK

The Consultant will report to TWG, TIRA and FSDT on progress and other developments. The FSDT team will provide staff time and relevant project documents.

The Consultants will be required to submit a bi-monthly report from the commencement of the Project.

7. TIMETABLE

Table 2: Guideline on the timing of the assignment.

Particulars	Dates
1. 8 month duration 22 days a month x 8 months = 176 days	01 November 2017 - 30 June 2018
2. Consultants commences the 8 month assignment	01 November 2017
3. End of the NMAP Project	30 June 2018
4. End of the Consultants' assignment	30 June 2018

8. PAYMENT SCHEDULES

The LoE payment will be made against the specific agreed deliverables and satisfactory performance of the various tasks. The deliverables will need to be approved by the TWG and FSDT leadership and where necessary TIRA. Consultants are requested to raise invoices against the completion of tasks (against milestones) ideally by the tenth day of the subsequent month.

The FSDT pay the fee and reimburse all agreed travel and other expenses upon submission of relevant receipts within ten working days of approval of invoices submitted by the consultant.

9. PROFILE OF THE CONSULTANTS

MINIMUM KNOWLEDGE, EXPERIENCE, SKILLS AND ABILITIES

Table 3: Knowledge, experience, skill and abilities for the Consultant

<ul style="list-style-type: none">Experience: At least 5 years' experience working in (inclusive insurance) micro insurance, financial services, private financial institutions, consulting firms, development organizations or a combination of these. Experience in the management of financial inclusion or microinsurance projects is an added advantage but not a pre-requisite.
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- **Technical Expertise:** Essential knowledge in innovative insurance solutions for the low-income market segment and understanding of insurance market development strategies that can increase uptake and usage of insurance services. Excellent computer skills (Word, Excel, PowerPoint).
- **Key Attributes:** Strong project management skills and experience, teamwork, strategic planning, analytical skills, organizational skills, self-initiative. Good understanding of new and evolving technologies and digital platforms around. Knowledgeable on the different global Financial Education and Consumer Protection models
Knowledgeable on the different global Market Conduct and Legislation around Financial Education and Consumer Protection
- **Languages:** Excellent command (written and spoken) of English and Kiswahili language
- **Education:** Bachelor degree in Insurance (or equivalent), Economics, Social Sciences, and Business Administration. A Master's degree would be a plus but not a pre-requisite.
- Must be available for the entire duration of the assignment.
- Must be a Tanzanian national

10. PROPOSAL - FORMAT AND SCOPE

Prospective Consultants should submit technical and financial proposals (as separate documents) for undertaking this assignment. Only electronic submission will be considered for evaluation. These may be submitted electronically to;

Procurement Manager

The Financial Sector Deepening Trust (FSDT)

procurement@fsdt.or.tz

The deadline for submissions is on or before **16h00 Tuesday, 24th October 2017 Tanzanian time.**

11. TECHNICAL PROPOSAL

Technical proposals should be no longer **than three pages**, excluding any appendices. The technical proposal should focus on the approach the Consultant will take in order to execute the work and this should be supported by the relevant experience. The technical proposal also needs to be itemized on a weekly basis in order to breakdown the execution of the tasks for the 8 month duration. The Consultant is invited to comment on the ToRs and suggest amendments. Any corporate capabilities, reference projects and detailed CV should be appended. Reference projects should (where appropriate) detail the length of time since the consultant performed the

duty, key tasks performed in an assignment, geographical location and contact person(s). The CV must be no more than **three pages** containing the relevant and required information only.

12. EVALUATION AND SELECTION CRITERIA

The evaluation and selection of the Consultants will be done through the format outlined below.

12.1 METHOD USED

Overall, the preferred bidder will be selected on the basis of presenting the most economically advantageous tender. This means that bidders will be evaluated on a combination of technical and financial criteria. In this case the ratio between technical and financial scores will be **80/20**.

The technical component of each proposal will be scored first using a grid that assesses a number of key attributes. This is set out below.

Table 4: Technical Proposals Scoring Grid (Kindly refer to Table 3)

Evaluation and Selection criteria for the Senior and Junior Consultant	Score	Weight	Bidder Score
1. Relevant professional qualifications	1-25	25%	
2. Competence of the consultant - Proven ability to accomplish consultancy on time as confirmed by references and client testimonials	1-25	25%	
3. Technical expertise	1-20	20%	
4. Previous work experience with teams and excellent interpersonal skills	1-15	15%	
5. Previous work experience in Inclusive Inclusion (Microinsurance)	1-15	15%	
Total weight score	100	100%	

To be considered further, a minimum total technical score of **70/100** is required. Only financial proposals from bidders scoring at least that level will then be considered for financial evaluation.

The total financial cost in Tzs will be weighted according to the formula:

- $(\text{Lowest total financial cost} / \text{Bidder's total financial cost}) \times 0.2$
- Total technical marks weighted by a factor of 0.8.

The weighted technical and financial scores for each proposal that passes the minimum technical threshold will then be added to produce a total score. The preferred bidder will be the one producing the highest total combined score.

Only successful bidders will be communicated of the results, if you will not hear from the procurement team 21 days after the submission date please consider your bid unsuccessful.

The Consultants who qualify based on the minimum may also be selected through an interview process.

The Consultant will be paid against a level of effort (LoE) based on successful completion and upon approval of the various tasks and responsibilities, these are highlighted as the deliverables in Table 1 (above). Agreed expenses will be reimbursed against supporting receipts.

Only Tanzanian nationals will be considered for this assignment.

The Consultants are particularly encouraged to access the 2012 Microinsurance Diagnostic survey, the 2015 Microinsurance Landscape Survey and the National Financial Inclusion Framework report (NFIF) published on www.fsdtd.or.tz

Any queries relating to this ToR should be submitted in writing to FSDT under the following address:

Procurement Manager
The Financial Sector Deepening Trust (FSDT)
procurement@fsdt.or.tz

These questions and the answers will be shared with all short listed candidates. The deadline for any queries is **2 days** before the proposal submission deadline date.

12.2 FINANCIAL PROPOSAL

This will be a fixed priced contract for Project Management. Financial proposals should be quoted in Tanzania shillings.

Table 5: Financial proposal template

Component	Units	Rate	Total (Tzs)
Level of effort (LoE) daily rate against stipulated number of days			
Total Cost			

Daily rates for hotels and subsistence are fixed by FSDT policies. Consultants are free to stay in more expensive hotels, but the additional cost will be at their own expense. The FSDT's daily subsistence rates for Dar es Salaam and other parts of Tanzania are shown in Appendix A.

The actual time spent on field trips should be included in the person-days, but the location, need for travel and therefore the final expense budget will be agreed with FSDT before the start of field work.

Financial proposals should be denominated in Tanzania shillings. This consultancy will be subject to local taxes financial proposals will be evaluated on a basis net of any local taxes.

13. OTHER MATTERS

DURATION OF THE ASSIGNMENT FOR THE CONSULTANTS

The Consultants will be expected to start the assignment for NMAP on **01 November 2017 and the expected completion date is 30 June 2018. (8 months)**

APPLICATIONS BY THE CONSULTANTS

The prospective Consultants will be required to submit a detailed curriculum vitae outlining relevant work experience, technical expertise, qualifications and a minimum of three professional references.

13.1 CONFIDENTIALITY

All information contained in the terms of reference and attachments is provided on a strictly confidential basis solely for the use of Tenderers in connection with a competition for the supply of services for the above contract. It is a condition of this competition that Tenderers (and any sub-contractors) shall:

- take all reasonable measures to protect this confidentiality and avoid the unauthorized use, disclosure, publication, or dissemination of confidential information;
- not use this information other than for the purposes of preparation of a tender, and shall disclose it only to officers, directors, or employees on a specific need to know basis; and
- not disclose, publish or otherwise reveal any of the information contained herein except with the specific prior written authorization of FSDT.

13.2 CONFLICT OF INTEREST

Tenderers (and any sub-contractors) must disclose in their tender details of any circumstances, including personal, financial and business activities that will, or might, give rise to a conflict of interest, if they were awarded this contract. Where Tenderers identify any potential conflicts they should state how they intend to avoid such conflicts. FSDT reserves the right to reject any tender which, in its opinion, gives rise, or could potentially give rise to, a conflict of interest.

13.3 TAXATION MATTERS

The Consultants will be responsible to pay withholding tax and all other tax liabilities as per Tanzanian Tax laws. Any such tax amounts shall be the responsibility of the consultant and should be included in the financial proposal in the form of fees exclusive of taxes, taxes and fees inclusive of taxes.

**APPENDIX A - FSDT ACCOMMODATION RATES FOR BED & BREAKFAST BASIS
(in US\$) AND DAILY ALLOWANCES (IN TSh)**

Group A <i>Dar es Salaam</i> <i>Arusha</i> <i>Mtwara</i>	US\$ 200.00
Group B <i>Mwanza</i> <i>Zanzibar</i> <i>Mbeya</i>	 170.00
Group C <i>Tanga</i> <i>Dodoma</i> <i>Morogoro</i> <i>Iringa</i>	 150.00
Group D <i>Any other place not mentioned above</i>	 130.00

DAILY ALLOWANCES (in TSh)

<i>Groups</i>	<i>Lunch</i>	<i>Dinner</i>	<i>Incidental</i>	TOTAL (TSh)
<i>A&B</i>	25,000.00	40,000.00	35,000.00	100,000.00
<i>C&D</i>	20,000.00	30,000.00	25,000.00	75,000.00