**KARANDAAZ PAKISTAN**

**Request for Proposal**

15th November 2018

**Benchmarking Financial Inclusion - Identifying Gaps in FII survey and Improving Utilization**

**SECTION 1. LETTER OF INVITATION**

RFP no. 54

13 November 2018, Islamabad

1. The purpose of this RFP is to solicit bids from companies interested in providing research services and support for the study **Benchmarking Financial Inclusion - Identifying Gaps in FII survey and Improving Utilization**. The RFP is designed to assess whether organizations are able to provide the services required, and through a competitive and fair assessment, select a winning vendor for this assignment.
2. Karandaaz Pakistan invites sealed proposals from interested and eligible individuals. More details on the Services required are provided in the Terms of Reference (Section 4 of RFP).
3. The contractor will be selected under open competitive procedures, in accordance with the procurement policies and procedures of Karandaaz Pakistan. In the event of any conflict or inconsistency in terms and conditions of the request for proposal, Karandaaz Pakistan procurement policies and procedures shall prevail.
4. The full RFP is available at [**www.karandaaz.com.pk**](http://www.karandaaz.com.pk).
5. Both financial and technical proposals must be submitted in hard copies before 05:00 pm Pakistan Standard Time on 30 November 2018. Offerors must prepare four hard copies of the technical proposal and one hard copy of the cost proposal, and submit in separate **sealed** envelopes to the attention of ‘The Procurement Department’ 1-E, Ali Plaza, D Chowk, Mezzanine Floor, Naziumudin Road, Blue Area, Islamabad with clearly mentioning RFP number and title.

Yours sincerely,

**The Procurement Department**

Karandaaz Pakistan

**SECTION 2. INSTRUCTIONS TO APPLICANTS**

**A. General**

1. **Scope of Proposal**

Karandaaz Pakistan issues this Request for Proposal (RFP) for the following services:

“**Benchmarking Financial Inclusion - Identifying Gaps in FII survey and Improving Utilization**”

Throughout this RFP:

1. The term “in writing” means communicated in written form (e.g., by mail, e-mail, fax)
2. “Day” means calendar day
3. **Fraud and Corruption**

Applicants shall comply with Karandaaz Pakistan’s policy regarding fraud and corruption given in Section 3 of the RFP.

1. **Eligibility**

Karandaaz Pakistan may specify certain minimum qualification criteria in the Terms of Reference e.g. minimum years of relevant experience.

The applicant/bidder has an obligation to disclose to Karandaaz Pakistan any situation of actual or potential conflict that impacts its capacity to serve Karandaaz Pakistan’s best interests. Failure to disclose such situations may lead to the disqualification of the bidder or the termination of its Contract. Karandaaz Pakistan’s policy with regard to conflict of interest is given Section 3 of the RFP.

Applicants shall provide such evidence of their continued eligibility satisfactory to Karandaaz Pakistan, upon request.

1. **One Proposal Per Applicant**

Each applicant/bidder shall submit only one proposal, either individually or as a partner. An applicant that submits or participates in more than one proposal shall cause all the proposals with the applicant’s participation to be disqualified. However, this does not limit the participation of subcontractors and individual experts in more than one proposal.

1. **Cost of Preparation of Proposal**

Applicant shall bear all costs associated with the preparation and submission of its proposal. Karandaaz Pakistan shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

**B. Request for Proposal**

1. **Contents of the RFP**

The RFP includes the documents listed below and any Addendum issued pursuant to point 8 of this section ‘Amendment of RFP’.

Section 1 – Letter of Invitation

Section 2 – Instructions to applicants

Section 3 – Procurement Policy – vendor conduct

Section 4 – Terms of Reference

Annexure A – Proposal Submission Form

1. **Clarification of RFP**

All questions and/or clarifications regarding this RFP must be submitted via email to Procurement@karandaaz.com.pk no later than 5:00 PM local time on November 19, 2018. All correspondence and/or inquiries regarding this solicitation must reference the RFP number. No phone calls or in-person inquiries will be entertained; all questions and inquiries must be in writing

Questions and requests for clarification—and the responses thereto—will be circulated to all RFP recipients who have indicated an interest in bidding by 5:00 PM on November 22, 2018.

Only the written answers will be considered official and carry weight in the RFP process and subsequent evaluation. Any verbal information received from a Karandaaz employee or other entity should not be considered as an official response to any questions regarding this RFP.

1. **Amendment of RFP**

At any time prior to the deadline for submission of bids, Karandaaz Pakistan may amend the RFP by issuing an Addendum.

Any Addendum issued shall be part of the RFP and will be communicated via the Karandaaz Pakistan website. Applicants are advised to monitor Karandaaz website for updates.

To give prospective bidders reasonable time in which to take an Addendum into account in preparing their bids, Karandaaz Pakistan may, at its discretion, extend the deadline for the submission of bids, pursuant to point 17 ‘Deadline for Submission of Proposals’ of this section.

**C. Preparation and Submission of Proposals**

1. **Language of proposal**

All documents relating to the proposal shall be written in the English language.

1. **Documents Comprising the Proposal**

*Pre-Qualification documents including (i). NTN, (ii) Cover letter indicating availability for assignment should be submitted in a separate, sealed envelope.*

The proposal shall consist of the following:

1. Technical proposal (**no more than 10 pages**) consisting of the following:
2. Understanding of proposed scope of project, including comments (if any) on TOR
3. Methodology and Work Plan (indicating research steps, list of surveys to be reviewed, assignment duration, and schedule for submission of deliverables)
4. Past Experience including familiarity with financial inclusion datasets
5. Curriculum vitae (CV).
6. Financial proposal
7. **Currencies of Bid and Payment**

Applicants may express the price only in PKR.

1. **Proposal Validity**

Proposal shall remain valid for ninety (90) days after the proposal submission deadline date established by Karandaaz Pakistan. A proposal valid for a shorter period shall be rejected as non-responsive.

In exceptional circumstances, prior to the expiration of the proposal validity period, Karandaaz Pakistan may request all applicants who submitted their proposals to extend the period of validity of their proposal for a specified additional period. The request and the responses shall be made in writing. If the applicant agrees to extend the validity of its proposal, it shall be done without any change in the original proposal and with the confirmation of the availability of the key experts. The applicant has the right to refuse to extend the validity of its proposal in which case such proposal will not be further evaluated.

If any of the Key Experts become unavailable for the extended validity period, the lead applicant shall provide a written adequate justification and evidence satisfactory to the Client together with the substitution request. In such case, a replacement Key Expert shall have equal or better qualifications and experience than those of the originally proposed Key Expert. The technical evaluation score, however, will remain to be based on the evaluation of the CV of the original Key Expert.

If the applicant fails to provide a replacement Key Expert with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to the Client, such Proposal will be rejected.

1. **Proposal Security**

In this procurement, a proposal security is not required.

1. **Alternative Proposals**

Alternative proposals shall not be considered.

1. **Format, Signing, and Submission of Proposals of Proposal**

The applicant shall prepare and courier a scanned copy of the documents comprising the Proposal as described in point 10 on official company letterhead. Each document shall be signed by a person duly authorized to sign on behalf of the applicant. All pages of the proposal shall be initialled by the person or persons signing the proposal.

Both financial and technical proposals must be submitted before 05:00 PM Pakistan Standard Time on November 30, 2018. Offerors must prepare four hard copies of the technical proposal and one hard copy of the fiancial proposal, and submit in separate **sealed** envelopes to the attention of ‘The Procurement Department’ 1-E, Ali Plaza, D Chowk, Mezzanine Floor, Naziumudin Road, Blue Area, Islamabad.

The Proposal shall contain no alterations or additions, except those to comply with instructions issued by Karandaaz Pakistan, or as necessary to correct errors made by the applicant, in which case such corrections shall be initialled by the person or persons signing the Proposal.

1. **Deadline for Submission of Proposals**

Proposals must be received by Karandaaz Pakistan no later than 05:00 PM Pakistan Standard Time on November 30, 2018.

Karandaaz Pakistan may extend the deadline for submission of proposals by issuing an amendment in accordance with point 8 ‘Amendment of RFP’, in which case all rights and obligations of Karandaaz Pakistan and the applicants previously subject to the original deadline shall then be subject to the new deadline.

1. **Late Proposals**

Any Proposal received after the closing date & Time by Karandaaz Pakistan will be considered only at the discretion of the evaluation team.

1. **Withdrawal, Substitution, and Modification of Proposals**

Applicants may withdraw, substitute or modify their proposals by giving notice in writing before the deadline for submission of proposals prescribed in point 16 ‘Deadline for Submission of Proposal’ of this section.

Each applicant’s withdrawal, substitution or modification notice shall be prepared, sealed, marked, and delivered in accordance with point 15 ‘Format, Signing, and Submission of Proposals of Proposal’, with the subject line as: Responding to RFP for “**Benchmarking Financial Inclusion - Identifying Gaps in FII survey and Improving Utilization** - “WITHDRAWAL,” SUBSTITUTION” or “MODIFICATION” as appropriate. No Proposal may be substituted or modified after the deadline for submission of proposals.

**E. Proposal Opening and Evaluation**

1. **Proposal Opening**

Karandaaz Pakistan shall open the proposals, including modifications made pursuant to point 18, on the business day following the deadline, as per point 16.

1. **Confidentiality**

Information relating to the examination, evaluation, comparison, and post-qualification of proposals, and recommendation of contract award, shall not be disclosed to applicants or any other persons not officially concerned with such process until publication of the contract award. Any effort by an applicant to influence Karandaaz Pakistan in the examination, evaluation, comparison, and post-qualification of the Proposals or contract award decisions may result in the rejection of its Bid. Notwithstanding the above, from the time of proposal opening to the time of contract award, if any applicant wishes to contact Karandaaz Pakistan on any matter related to the bidding process, it should do so in writing at the address indicated in point 7 ‘Clarification of RFP’.

1. **Clarification of Bids**

To assist in the examination, evaluation, and comparison of proposals, Karandaaz Pakistan may, at its discretion, ask any applicant for clarification of the applicant’s proposal. The request for clarification and the response shall be in writing, but no change in the price or substance of the proposal shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by Karandaaz Pakistan in the evaluation of the proposals in accordance with point 25 ‘Correction of Errors’.

1. **Preliminary Examination of Proposals**

Prior to the detailed evaluation of proposals, Karandaaz Pakistan shall first review each Proposal and check the power of attorney or any other form demonstrating that the representative has been duly authorized to sign the proposal, initialization of all pages, etc.

1. **Determination of Applicant’s Eligibility and Qualifications**

Then Karandaaz Pakistan shall determine whether the applicant meets the eligibility and qualification requirements of the bidding documents. Applicants failing to comply with the eligibility criteria indicated in point 3 ‘Eligibility’ shall be disqualified.

Further, Karandaaz Pakistan shall determine whether the proposal is substantially responsive to the requirements of the bidding documents.

Karandaaz Pakistan’s determination of a proposal’s responsiveness is to be based on the contents of the proposal itself. A substantially responsive proposal is one, which conforms to all the terms, conditions, and specifications of the RFP, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the service; (b) which limits in any substantial way, inconsistent with the RFP, Karandaaz Pakistan’s rights or applicant’s obligations under the contract; or (c) whose rectification would affect unfairly the competitive position of other applicants presenting substantially responsive Proposals.

1. **Evaluation of Technical Proposal**

Karandaaz Pakistan shall evaluate the technical aspects of the proposals received, applying the evaluation criteria specified in this point. Each proposal that is not rejected for reasons stated in these Instructions will be given a technical score.

The evaluation criteria, relevant sub-criteria, and point system to be used to evaluate the Technical Proposals shall be:

Technical Proposal (80% of total score)

* + Understanding of project scope (30%)
	+ Proposed methodology and work plan (30%)
	+ Expert(s) – relevance of past experience, very strong quantitative and qualitative research skills (20%)

To complete the Technical Evaluation, applicants may be requested for a meeting. Applicants receiving less than 50 marks in the Technical Evaluation will not proceed to the Financial Evaluation stage.

1. **Correction of Errors**

Proposals determined to be substantially responsive shall be checked by Karandaaz Pakistan for any arithmetic errors. Errors shall be corrected by Karandaaz Pakistan as follows:

Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.

The amount stated in the proposal shall be adjusted by Karandaaz Pakistan in accordance with the above procedure for the correction of errors and, with the concurrence of the applicant, shall be considered as binding upon the applicant. If the applicant does not accept the corrected amount, the proposal shall be rejected.

1. **Currency for Price Evaluation**

For evaluation and comparison purposes, Kaandaaz Pakistan shall only consider quotations in Pak rupees.

1. **Evaluation of Proposal Price and ranking :**

Financial Proposal (20% of Total Score)

Cost proposals submitted will be evaluated according to price reasonableness determination under full and open competition and known market conditions.

Evaluation of the cost proposal will consider, but will not be limited to, the following:

* Cost reasonableness;
* Consistency with the technical proposal;

20 points will be awarded to the lowest responsive bidder while rest of the bids will be allocated points according to following formula:

Points of a Bidder = (P1/ P2)\* 20

Where:

P1= Price of Lowest Responsive Bidder

P2= Price of the Bidder

**F. Award of Contract**

1. **Award Criteria**

Subject to 31 below, Karandaaz Pakistan shall award the contract to the applicant whose proposal has been determined to be substantially responsive to the RFP and which has the highest combined technical and financial score, provided that such applicant has been determined to be eligible in accordance with point 3.

1. **Karandaaz Pakistan’s right to accept Any proposal and to reject any or all proposals**

Notwithstanding point 28 above, Karandaaz Pakistan reserves the right to accept or reject any proposal, and to cancel the bidding process and reject all bids, at any time prior to the award of contract, without thereby incurring any liability to the affected applicant or applicants or any obligation to inform the affected applicant or applicants of the grounds for Karandaaz Pakistan’s action.

1. **Notification of Award and Signing of Agreement**

The applicant whose Proposal has been accepted shall be notified of the award by Karandaaz Pakistan prior to expiration of the proposal validity period in writing. This letter (hereinafter and in the contract called the “Letter of Acceptance”) shall state the sum that Karandaaz Pakistan shall pay the contractor in consideration of the services as prescribed by the contract.

The Agreement shall incorporate all agreements between Karandaaz Pakistan and the successful applicant. It shall be signed by Karandaaz Pakistan and sent to the successful applicant, within seven (7) days following the Letter of Acceptance’s date. Within seven (7) days of receipt, the successful applicant shall sign the Form of Agreement and deliver it to Karandaaz Pakistan.

Karandaaz Pakistan will also promptly notify in writing each unsuccessful applicant. After publication of the award, unsuccessful applicants may request in writing to Karandaaz Pakistan seeking explanations of the grounds on which their Proposals were not selected. Also, Karandaaz Pakistan shall entertain a complaint from any applicant that claims to have suffered or that may suffer, loss or injury due to a breach of a duty by the company in the conduct of this bidding process. Such requests shall be addressed and delivered via email seeking this explanation to:

**proccomplaint@karandaaz.com.pk**.

**SECTION 3. PROCUREMENT POLICY – VENDOR CONDUCT**

1. **Corrupt or fraudulent practices**

Bidders, suppliers, contractors and their agents (whether declared or not), sub-contractors, sub-consultants, applicants or suppliers, and any personnel thereof, shall observe the highest standard of ethics during the procurement and execution of contracts.

Karandaaz Pakistan shall not award contract if it is determined that the bidder, or any of its personnel, or its agents, or its sub-consultants, sub-contractors, applicants, suppliers and/or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question. As part of bidding/ solicitation documents, Karandaaz Pakistan will seek declaration of ‘Non collusive non corrupt practices’ from each bidder. Format for such declaration is prescribed in section 3 of the standard bidding document. In pursuance of this policy, following terms are defined as follows:

1. “Corrupt practice” is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
2. “Fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
3. “Collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
4. “Coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
5. “Obstructive practice” is deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.
6. **Avoidance of conflict of interest**

Any applicant participating in the procurement process should disclose any actual or perceived conflict of interest situation/condition. Any applicant found to have a conflict of interest shall be ineligible for award of a contract.

An applicant shall be considered to have a conflict of interest in a procurement process if:

1. Such applicant is providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of a project that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that applicant; or
2. Such applicant submits more than one bid, either individually or as a joint venture partner in another bid, except for permitted alternative bids. This will result in the disqualification of all bids in which the bidder is involved. However, this does not limit the inclusion of a applicant as a sub-contractor in more than one bid. Only for certain types of procurement, the participation of a bidder as a sub-contractor in another bid may be permitted subject to the company’s no objection and as allowed by the standard bidding documents applicable to such types of procurement; or
3. Such applicant (including its personnel) has a close business or family relationship with a professional staff of the company who: (i) are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of such contract; or (ii) would be involved in the implementation or supervision of such contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the company throughout the procurement process and execution of the contract; or
4. Such applicant does not comply with any other conflict of interest situation as specified in the standard bidding documents relevant to the specific procurement process.
5. **Duty of care**

The supplier in performance of services for Karandaaz Pakistan shall exercise duty of care. Duty of care holds the supplier responsible for the safety and well-being of its personnel and any third party affected by its activities.

**SECTION 4. TERMS OF REFERENCE**

**Thematic Area**: Knowledge Management

**Project Title: Benchmarking Financial Inclusion - Identifying Gaps in FII survey and Improving Utilization**

**Expected Start Date:** December 2018

**End Date:** March, 2019

**Task Manager:** Policy Lead**,** Karandaaz Pakistan

**About Karandaaz Pakistan**

KARANDAAZ PAKISTAN, a not-for-profit company established in August 2014, promotes access to finance for small businesses through a commercially directed investment platform, and financial inclusion for individuals by employing technology enabled digital solutions. The company has financial and institutional support from leading international development finance institutions; principally the United Kingdom Department for International Development (DFID) and the Bill & Melinda Gates Foundation.

The Company has four verticals:

* **Karandaaz Capital** provides wholesale structured credit and equity-linked direct growth capital investments in micro, small and mid-size enterprises (MSMEs) with compelling prospects for sustainable growth and employment generation in Pakistan.
* **Karandaaz Digital** focuses on expanding the poor’s access to digital financial services in Pakistan by working across the ecosystem with all stakeholders including regulators, policy-makers, government departments, businesses and researchers and academics with activities arranged in four key work areas–Policy and Regulation, Seeding Innovation, Experimentation and Solutions Development, and Scale and Outreach.
* **Karandaaz Innovation** manages the Innovation Challenge Fund, providing risk capital and grants to partners with an aim to generate innovative solutions to complex problems in areas of financial inclusion and entrepreneurship.
* **Knowledge Management and Communications** supports the company's core financial inclusion goal by developing and disseminating evidence-based insights and solutions to influence markets and the financial ecosystem.

This work will fall under the Knowledge Management and Communications (KMC) department.

**Project Background and Rationale**

Demand side (Findex, Financial Inclusion Insights, Access to Finance Survey, etc.) and supply side (Agent Network Accelerator survey, etc.) data on financial inclusion in Pakistan has been collected for a number of years. All these datasets have proved to be valuable benchmarking tools for policy makers, regulators, digital financial services providers, donors and researchers. The datasets have played a valuable role in highlighting the pace of progress with regard to the prevailing gender gap, geographic spread, financial literacy, and levels of activity in the fast-growing mobile financial space, among many other findings.[[1]](#footnote-1) Karandaaz is of the view, that the utility of these surveys can be enhanced with a combined assessment of the demand and supply side data which is now available in multiple waves. By layering demand and supply side data sets, additional insights can be surfaced from the existing datasets.

Moreover, the exercise will also yield information on gaps in the datasets that can be captured in subsequent waves. This may be achieved by adding to the granularity of these datasets to generate more nuanced insights into the overall strategy for financial inclusion adopted by the Government of Pakistan, in the shape of the National financial Inclusion Strategy (NFIS) as well as by individual providers.

This assignment is aimed at:

1. Surfacing additional insights from a combined assessment of the demand and supply side datasets that have been gathered over the years through multiple waves of these surveys
2. Mapping the surveys conducted in the financial inclusion space in Pakistan and elaborating the key differences between them
3. Identifying gaps that may be filled by enhancing the granularity of the datasets, with a specific focus on the Financial Inclusion Insights (FII) survey.[[2]](#footnote-2)

In depth analysis of the surveys and insights will back up the efforts of relevant stakeholders towards achieving the goals laid out in the NFIS. The assignment is especially well-timed based on the following:

* The 2020 deadline for achieving the NFIS targets is upcoming. This will lead to policy discussions and action plans which will need to be informed by robust, third party data sets. A more nuanced set of insights, capturing demand and supply side findings will provide a more robust backdrop for the discussions.
* The initiative will enable Karandaaz to become an influencer in defining any financial inclusion road map and policy directions that are likely to be adopted post-2020.
* The Bill and Melinda Gates Foundation (BMGF) is desirous of transitioning the FII survey for Pakistan to Karandaaz. This study will enable Karandaaz to be well-informed and prepared for making improvements to the FII and tailoring it to Pakistan’s financial inclusion context.[[3]](#footnote-3)

**Scope of Work**

This activity is intended to do a combined assessment of demand and supply side datasets on financial inclusion in Pakistan, while also mapping all financial inclusion surveys (demand and supply side) to highlight gaps in the data for Pakistan. This assignment will include the following steps:

* Layering demand and supply side datasets available for Pakistan to derive additional insights for dissemination to financial inclusion stakeholders (especially in light of the action plan included in the NFIS)
* Mapping of surveys on financial inclusion in Pakistan
* Gap analysis of available datasets, with a specific focus on the FII survey, and providing recommendations for bridging the gaps (which research questions are relevant to which dataset, or alternatively, which dataset should accommodate questions pertaining to the gaps identified?)
* Presentation of findings in the form of a word document /series of research probe leaflets; a ppt. presentation (to be uploaded to KRN website and also presented at an event); and a set of three blogs on major findings and/or recommendations.

Details with regard to the gap analysis and research questions are as follows:

**Insights/Research questions:** The consultant is expected to have in depth knowledge of the methodology and objectives of the FII Survey and other aforementioned surveys’ outcomes and questionnaires to generate additional insights around a set of research question. The research questions will be finalized in consultation with Karandaaz Pakistan. The consultant may also conduct industry focus group discussion/consultations with key stakeholders. In this regard, the consultant shall lead an in-house session at Karandaaz to finalize the set of research questions that can be better informed by utilizing the demand and supply side surveys available for Pakistan. These questions will then be answered by utilising findings of demand and supply side surveys based on broader topics such as the following:

1. Access: to the Bank/Mobile Money including distance from the mobile money agent, transport cost in assessing these agents, telecom network coverage and technical capabilities of mobile usage. An example of a probable research question could be: “Does distance beyond a specific threshold from an access point inversely related to uptake and usage of financial services?”
2. Awareness and adoption: corresponding to Banks and Mobile Money.
3. Financial habits of the population: including savings, borrowing and Insurance. An example of a research questions is: “Do women have higher need to saving accounts compared to their male counterparts?”
4. Financial shocks: their types and variation for different groups and how they respond to the gaps.
5. Gender: specific findings in each segment above and in addition, their influence in the decision making. An example or a research question is as follows: “Does having access to an own financial account for women (versus a family account), correlate with higher uptake and levels of activity for women-owned mobile money accounts?”

This exercise will be informed by the scope of the surveys being used for this exercise, but should also retain the Action Plan of the NFIS as a key focus. This exercise will complement the gap analysis, which is described in further detail below.

**Gap Analysis:** While the FII Survey is the primary focus of the gap analysis, this part of the assignment will require expansive knowledge of the demand and supply side surveys available for the financial inclusion space in Pakistan. Thus, other resources (such as Findex, HIES, PSLM, Population Census, etc.) may also be utilized to conduct the gap analysis of FII in line with NFIS. The Consultant will map all relevant datasets and then finalize the gap analysis of FII datasets and insights and other related demand side and supply side surveys (such as the World Bank’s Findex[[4]](#footnote-4), Agent Network Accelerator Research[[5]](#footnote-5), CGAP, GSMA and broader nation-wide surveys such as PSLM and HIES surveys etc.). Consultant may also recommend probable survey questions which might be added in nation-wide surveys like PSLM and HIES surveys to get desired information necessary for making informed decisions for financial inclusion in Pakistan.

**Deliverables and timelines**

The engagement shall not be more than 12 weeks and will be commencing in November 2018. The finalization of the documents will be subject to approval by the Karandaaz team. Consultant will share:

* An inception report including the insights to be generated from combined assessment of the demand and supply side surveys. The surveys to be reviewed and the stakeholder consultation plan, if required. The insights to be surfaced will be reviewed and finalized in consultation with the Karandaaz team and discussions with relevant stakeholders.
* A comprehensive report covering:
1. Mapping of surveys on financial inclusion in Pakistan, their particulars, any overlaps between the surveys and gaps (keeping the results matrix of the NFIS in mind)
2. Utilizing existing supply and demand side data to generate additional insights of interest to a range of stakeholders in the financial inclusion space (these may also be produced in the form of insights briefs/leaflets).
3. Recommendation for the upcoming FII survey based on gaps identified through this study.
* Presentation and Blogs**:** Findings from this assignment will also be shared in the form of a presentation at a Karandaaz event (date TBC at a later stage). At least three blogs will also be authored by the consultant, subject to the review by Karandaaz, to be upload at the Karandaaz website.

The tentative timeline for this study is November 18 – March 19 (12 weeks) unless the appointment is extended or the scope is enhanced by KRN with mutual consent. While the timeline can be adjusted, the unit cost of the project may stay the same. The tentative pay out schedule will be as below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No.** | **Milestone** | **Timeline (expected date of Milestone)** | **Payment** |
| 01. | Inception Report  | 1st week | 20% |
| 02. | Report and Insights Leaflets/Briefs (word documents) | 10th week  | 50% |
| 03. | Presentation (ppt.) and three Blogs | 12th week | 30% |
| 04.  | Delivery of Presentation at a KRN Event | TBC |  |

The consultant will remain available to respond to any queries thereafter, including one presentation at a Karandaaz event (date TBC at a later stage). Three blogs will also be authored and submitted in partnership with Karandaaz for upload to the Karandaaz Pakistan website.

**Qualifications**

The ideal contractor will bring the following key elements:

* In depth knowledge of supply and demand surveys and datasets pertaining to financial inclusion in Pakistan. First-hand experience of working on these surveys will be a significant advantage. In addition, knowledge of national datasets will be considered advantageous (PSLM, HIES, Census).
* Prior experience in developing quantitative and qualitative research and skilled in handling large datasets.
* Track record in conducting similar assignments and/or with very strong analytical skills to sift through different sets of available data to compare and analyse the findings.
* Strong quantitative skills to manage, collate and understand datasets
* A track record in data gathering initiatives
* Very strong writing skills and presentation skills.
* Availability within the stipulated timeframe for this work.

**Ownership/Control of Work and Product/Publication**

The ownership of all copyright and other intellectual property rights in respect of any data compilations, research, spreadsheets, graphs, reports, diagrams, designs, work products, software, or any other documents, developed in connection with this Contract will exclusively vest in and remain with Karandaaz which shall have all proprietary rights therein, notwithstanding that the Contractor or its employees may be the author of the intellectual property. All documents relating to the intellectual property or otherwise connected with this Contract, the services, or duties must be returned or delivered to Karandaaz at the time of the expiration or termination of this Contract. The Contractor agrees not to publish or make use of any of the intellectual property, or documents relating thereto, without the prior written approval of Karandaaz, and where approval is granted, without proper attribution to Karandaaz.

**Evaluation Prerequisites**

Individual consultant will need to meet the following pre-requisite criteria:

* Has an NTN
* Is available during the stipulated time frame
* Has strong data analysis and writing skills
* Proficient at working in at least one of the following STATA, SPSS, Excel.

**Documents to be submitted**

Document specifications: Font Calibri, Font Size 11.

All applicants should submit:

1. **Pre-Qualification Documents**
	1. NTN
	2. Cover Letter indicating availability for assignment
2. **A Technical Proposal** (no more than 10 pages) including:
	1. Understanding of proposed scope of project
	2. Methodology and Work Plan (indicating research steps, list of surveys to be reviewed, assignment duration, and schedule for submission of deliverables)
	3. Past Experience including familiarity with financial inclusion datasets
3. **A Financial Proposal** (budget in PKR inclusive of taxes)

Documents should be submitted in **three separate Sealed Envelopes, clearly market with the following captions: “Pre-Qualification Documents; “Technical Proposal”; “Financial Proposal”.**

**Payment**

Karandaaz will pay the Contractor’s invoice within thirty (30) business days after a) Karandaaz’ approval of the Contractor’s Deliverables, or b) Karandaaz’ receipt of the Contractor’s invoice, whichever is later. Payment will be made in PKR on USD, as agreed, to the account specified in the Contractor’s invoice.

**PROPOSAL SUBMISSION FORM**

Dear Sir/Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, “THE APPLICANT NAME” undersigned, offer to provide consulting for “INSERT REFERENCE NUMBER” to Karandaaz Pakistan in accordance with the Price Schedule attached herewith and made part of this proposal. “THE APPLICANT NAME” undertake, if our proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

“THE APPLICANT NAME” agree to abide by this proposal for a period of 90 days from date fixed for opening of proposal in the invitation for proposal, and it shall remain binding upon me/us and may be accepted at any time before the expiration of that period.

I/We understand that you are not bound to accept any proposal you may receive.

Dated: this------day of -------2018

**Name, Designation and Signature of Applicant(s)**

1. Due to varying definitions, financial inclusion numbers for Pakistan are being reported as follows: i). FII defines Financial Inclusion as “15+ adults having a registered account with a financial institution that provides a full suite of financial services.” As per FII financial inclusion in Pakistan stands at 14%. Ii). The World Bank’s Findex defines financial inclusion as “15+ adults having an account either by oneself or together with someone else, at a bank or another type of financial institution, or having personally used mobile banking in the past 12 months.” As per Findex, 21% adult Pakistanis are financially included. Iii). The State Bank of Pakistan (SBP) on the other hand, defines the indicator as the number of “Formally served” 18+ adults and reports financial inclusion at 23% (A2F2015). [↑](#footnote-ref-1)
2. The FII survey is a country level demand side survey conducted in 12 different countries: Pakistan, India, Bangladesh and Indonesia in Asia; and Benin, Ghana, Kenya, Nigeria, Rwanda, Senegal, Tanzania, and Uganda in Africa. In Pakistan, the FII has been carried out annually since 2013. This has resulted in five robust datasets that are representative on the national level and can be compared across FII countries, as well as over time. http://finclusion.org/ [↑](#footnote-ref-2)
3. Wave-VI of FII has been held off and 2018 is the gap year intended to re-evaluate the depth and breadth of data collected through the FII survey. [↑](#footnote-ref-3)
4. https://globalfindex.worldbank.org/ [↑](#footnote-ref-4)
5. <https://karandaaz.com.pk/karandaaz-publication/> [↑](#footnote-ref-5)