

Terms of Reference

Project Title: Survey Coordinator- Africa Borderlands Centre Innovation Challenge

Duty Station: Livingstone, Zambia

Position Title: Survey Coordinator

Duration: 30 days over 6 months

Estimated start date: 12 November

Funding: Africa Borderlands Centre Innovation Challenge

A. Project Description

The UNDP Accelerator Lab (AccLab) presents a new approach to tackle development challenges that confront our societies and provides unique solutions that will accelerate progress towards the 2030 Agenda. Leveraging on a wide section of partnerships drawn from private sector, Civil Society Organizations (CSOs), Faith Based Organizations (FBOs), government ministries, community level structures, research, academia and the public at large, the AccLab will explore the solutions available to achieve the sustainability agenda in a way that accelerates the achievement rate of the Sustainable Development Goals (SDGs) in Zambia.

Africa's borderlands and their communities are a unique source of ingenuity, places of untapped opportunity and of great resilience. In many of these regions, insecurity and poverty disguise the true socio-economic potential of borderlands and its communities. In improved circumstances, borderland communities could thrive, unlocking this potential and rich culture will be critical to achieving Agenda 2030. In May 2021, the Africa Borderlands Centre (ABC) launched the 2021 Innovation Challenge themed as: Improving Livelihoods for Informal Cross Border Traders and Trading Communities. The goal of the challenge was to curate, experiment and upscale local borderland innovations that have become the lynchpin of entrepreneurship culture which has sustained Informal Cross-Border Trade (ICBT). The ideas of interest approved include those capable of providing durable solutions to the barriers against ICBT, particularly through the expansion of livelihoods opportunities to women and youths.

According to the recent findings from the baseline study conducted in the two border towns along Zambia and Zimbabwe, Small Scale Cross Border Traders (SSCBTs) work in a fragmented and unstructured environment which is characterized by a plethora of challenges, chief among them being the inability to utilize digital solutions in logistics and financial/savings management. The Covid-19 global pandemic has exacerbated these challenges by expanding a communication and logistical gap between SSCBTs, their suppliers, and transporters. Furthermore, the transport system used by SSCBTs is mostly inconsistent, unreliable, and uninsured which further affects their ability to aptly manage their logistics. It is paramount to note that the cases subsequently affect the SSCBT's profit-making opportunities hence inhibiting business growth. The baseline conducted in

Zimbabwe's Victoria Falls town and Zambia's Livingstone town aimed to provide baseline evidence required in the implementation of the proposed innovations the Accelerator Labs (AccLabs) from the Zambia and Zimbabwe proposed to initiate to improve operations among SSCBTs in the backdrop of COVID-19. The innovations proposed to be implemented will address challenges faced by SSCBTs at two levels.

At one level, Zimbabwe based Thumeza's current technological offering is a Web-based Application that provides delivery solutions that include a quotation, invoicing, receipt, tracking and proof of delivery based on check ins at set points during the goods transit. Alerts will take place via SMS and or WhatsApp to limit the need for data usage by the shipper. Thumeza is hosted on the AWS cloud platform centred on the assumption of constant online access by the shipper and the transporter to place orders and most importantly track orders via GPS tracking accessed as a download on a cellular device or via desktop. However, looking at the nature of the target users, 96% of which was identified during the baseline study, predominantly use WhatsApp, a mixed approach with an on-and-offline approach will need to be used to ensure full usage of the platform. As a consortium of small-scale drivers, Thumeza has mobilized truck drivers from both countries to offer delivery services to CBTs with capacity to track goods movement and provide proof of delivery to the client. This addresses the concerns highlighted by most respondents during the survey, regarding security and timely delivery of their goods in the current situation of travel restrictions.

At another level, Zambia based VillageSavers, also a web-based Application offers an inbuilt Bookkeeping/financial Management system that records and tracks group savings. The system projects how much the group or individual members will make at the end of the savings cycle offering an opportunity to digitize financial transactions through an automated digital platform for the CBTs' Savings and Credit Cooperative Organisations (SACCO) or Self-help Saving Groups (SHGs). The small saving group's pooled resources provide a link to commercial lending institutions' financial products that could help grow their businesses. VillageSavers also guarantees security of funds when saved at a financial institution and 100% accurate data of savings and offers required income data that has previously been hard to capture and could be used to access financial products from established institutions. A Community Based Social Protection Organization (CBSPO) study in rural areas conducted by UNDP Zimbabwe in 2020 revealed that informal social protection mechanisms like savings clubs have high levels of mismanagement and embezzlement compromising the community's level of resilience. One recommendation of the study was the use of innovation to strengthen CBSPO systems, which Village Savers aims to address.

It is against this background that the Zambia Accelerator Lab wishes to hire an individual consultant to carry out the baseline and endline survey supported by focus group discussions to collect qualitative data in close collaboration with the CBT community, to gather evidence on the impact of the two innovations on the livelihood of the CBTs in Livingstone.

B. Objective of the Assignment

The objective of the study is to understand the impact of the use of digital apps that aim to target the logistical and saving constraints experienced by the CBTs. We hope to learn how providing CBTs particularly women and youth with access to these innovations will improve their trading practices and access to credit supporting their resilience in light of the disruption experienced by COVID 19 travel restrictions and associated costs have had on their businesses. The objective of the experiment is to generate learnings by testing interventions targeted at improving CBTs trading, resilience and livelihoods.

C. Scope of work

The Survey Coordinator will support the Accelerator Lab to;

1. Develop, translate into Tonga and Nyanja and test data collection tools (quantitative and qualitative) to be used using an open data kit like Survey CTO based on the Experimentation matrix developed
2. Train 10 CBTA members - Research focal points in conducting focus group discussions based on collective intelligence/participatory tools, data collection tools and ethics
3. Supervise the field data collection exercise and take notes during focus group discussions conducted by CBTA research focal points
4. Conduct audits for both baseline and endline surveys
5. Data Cleaning, preliminary data analysis and submission of final data set
6. Produce preliminary and final field data collection reports

The Survey Coordinator will develop, translate and test the data collection tools based on the experimentation matrix.

The Survey Coordinator will support in building capacity of the selected CBTA research focal points in conducting Focus Groups discussion using Collective intelligence/participatory tools, quantitative data collection and ethics. The survey coordinator will be responsible for developing the Research training packs and delivering the training session to the CBTA Research focal points as well as leading a testing exercise.

The Survey Coordinator will also be responsible for supervising the listing, baseline and endline data collection, ensuring CBTA member targets are reached, and data audits are properly executed, whilst ensuring confidentiality.

The Survey coordinator will be responsible for submitting preliminary and final reports on field data collection.

D. Expected output and deliverables

Deliverables/ Outputs	Estimated Duration to Complete	Target Due Dates	Review and Approvals Required <i>(Indicate designation of person who will review output and confirm acceptance)</i>

Translated and tested quantitative and qualitative data collection tools with training Manuals for CBTA Research focal points with an emphasis on consenting, ethics in data collection and confidentiality	12 days	19 November 2021	Review: ABC Acceptance: Head of Experimentation AccLab Zambia
Baseline Report	7 days	10 December 2021	Review: ABC Acceptance: Head of Experimentation AccLab Zambia
Final report detailing the test procedures, limitations and inclusive of recommendations	10 days	30 April 2022	Review: ABC Acceptance: Head of Experimentation AccLab Zambia
Final Presentation, inclusive of at least 1 joint presentations to the stakeholders	1 day	30 April 2022	Review & Acceptance: Head of Experimentation AccLab Zambia

E. Institutional Arrangement

The Consultant/Firm will, on the technical aspect of the assignment, be reporting to the Head of Experimentation- Accelerator Lab while on the contractual aspects will be addressed the Deputy Resident Representative – UNDP.

F. Required Qualifications and Experience

The following are the required professional qualifications and experience:

- The Survey Coordinator should have training in Monitoring and Evaluation or Impact Evaluations/Trials, training in Randomized Control/ Clinical trials an added advantage.
- The Survey Coordinator should have at least 10 years' experience running field experiments and supervising large groups of surveyors added advantage in experience running randomized control trials in Zambia.
- The Survey Coordinator should have available a small research team of 2 with a minimum of a certificate in M&E, Development studies or any other related field and with at least 3 years' experience collecting data, training , data audits and collecting qualitative data and coordinating focus group discussions.
- The Survey Coordinator should have available a small research team of 2 that they will be working with based in Zambia.

- Demonstrated experience disseminating information to a non- technical audience and knowledge in multi-sectoral stakeholder engagement
- Good writing and reporting skills
- Knowledge of local languages – Cinyanja/ Tonga will be an added advantage
- Women and differently abled people are encouraged to apply

G. Payment Schedule

Payments will be made upon certification of the completed tasks satisfactorily, as per the following schedule:

Due Date		Amount
19 November 2021	Submission of survey tools with consent forms that have been tested Training manuals for CBTA focal points submitted and trainings conducted	40%
10 December 2021	Baseline report submitted	20%
30 April 2022	Endline report submitted with the following: complete data set(cleaned); inclusive of at least 1 joint presentations to the stakeholders	40%

H. Recommended Presentation of Offer

For purposes of generating Offers whose contents are uniformly presented and to facilitate their comparative analysis, it is best to recommend the preferred contents and presentation of the Offer to be submitted, as well as the format/sequencing of their presentation. The following documents may be requested:

- Duly accomplished **Letter of Confirmation of Interest and Availability** using the template provided by UNDP- **completed by the Survey Coordinator and by each of the 2 members of research team.**
- Personal CV or P11**, indicating all past experience from similar projects, as well as the contact details (email and telephone number) of the Candidate and at least three (3) professional references; **This applies for the Survey Coordinator and for each of the 2 members of research team.**
- Brief description** of why the individual considers him/herself as the most suitable for the assignment, and a methodology, if applicable, on how they will approach and complete the assignment.
- Financial Proposal** that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, as per template provided. If an Offeror is employed by an organization/company/institution, and he/she expects his/her employer to charge a management fee in the process of releasing him/her to UNDP under Reimbursable Loan Agreement (RLA), the Offeror must indicate at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDP.

I. Criteria for Selection of the Best Offer

The evaluation will be made by desk review. The desk review will be performed against a set of criteria indicated in the table below as “Technical Evaluation”.

Criteria	Criteria Description	Score
Minimum criteria to be eligible for the consultancy		70
Relevance of Education/ Degree	<ul style="list-style-type: none"> The Survey Coordinator should have a certificate in Monitoring and Evaluation, Evaluations, training Randomized Control/ Clinical trials an added advantage 	10
Years of Relevant Experience	<ul style="list-style-type: none"> The Survey Coordinator should have at least 10 years' experience running field experiments and supervising and training large groups of surveyors added advantage in experience running randomized control trials in Zambia. <p>Kindly list in your CV the number of surveys conducted, sample size and areas</p>	20
Professional and technical competences	<ul style="list-style-type: none"> Experience using open kit data platforms, coding questionnaires, handling PII, encrypting data and handling confidential information in an ethical and responsible and mature manner Experience in disseminating information to a non- technical audience and knowledge in multi-sectoral stakeholder engagement. <p>Kindly provide list of presentations done</p> <ul style="list-style-type: none"> The Survey Coordinator should have available a small research team of 2 with a minimum of a certificate in M&E, Development studies or any other related field and with at least 3 years' experience collecting data, training , data audits and collecting qualitative data and coordinating focus group discussions. <p>Please attach CVs of the 2 team members and letters confirming their availability to work during the assignment</p>	25
Methodology	<ul style="list-style-type: none"> Methodology described clearly relates to ToRs and deliverables listed 	10
Language	The Survey Coordinator and team members should have knowledge of local languages –Tonga and Cinyanja	5
Score Total		100

Applicants who scored at least 70% in the technical evaluation will be eligible for the assessment of their financial evaluation. Please note that financial evaluation will account for 30% of the weighed score as indicated in the table below.

Evaluation Method	Score	Comments
Technical	70%	70% as part of the overall grading of 100%
Financial	30%	All technically qualified proposals (minimum 70 points) will be scored based on the formula provided below. The maximum points (30) will be assigned to

Evaluation Method	Score	Comments
		<p>the lowest financial proposal. All other proposals receive points according to the following formula:</p> $p = y (\mu/z)$ <p>where:</p> <ul style="list-style-type: none"> p = points for the financial proposal being evaluated y = maximum number of points for the financial proposal μ = price of the lowest priced proposal <p>z = price of the proposal being evaluated</p>
Overall	100%	Only candidates qualifying for the minimum criteria will be eligible for the additional technical qualifications. Then a candidate scoring of at least 70% will have its financial offer assessed and cumulated to the technical evaluation score. The candidate having the highest combined score will be awarded the consultancy.

J. Approval

This TOR is approved by:

Signature



Name and Designation

Roland Seri Deputy Res. Rep.

Date of Signing

01-Nov-2021

Annex

1. TECHNICAL CONTENT

The Experiment: *Can bridging the digital divide unlock trade barriers for women and youth SSCBTs?*

According to the recent findings from the baseline study conducted in the two border towns along Zambia and Zimbabwe, Small Scale Cross Border Traders (SSCBTs) work in a fragmented and unstructured environment which is characterized by a plethora of challenges, chief among them being the inability to utilize digital solutions in logistics and financial/savings management. The Covid-19 global pandemic has exacerbated these challenges by expanding a communication and logistical gap between SSCBTs, their suppliers, and transporters. Furthermore, the transport system used by SSCBTs is mostly inconsistent, unreliable, and uninsured which further affects their ability to aptly manage their logistics. It is paramount to note that the cases subsequently affect the CBT's profit-making opportunities hence inhibiting business growth. The baseline conducted in Zimbabwe's Victoria Falls town and Zambia's Livingstone town aimed to provide baseline evidence required in the implementation of the proposed innovations the Accelerator Labs (AccLabs) from the Zambia and Zimbabwe proposed to initiate to improve operations among CBTs in the backdrop of COVID-19.

Components of the Experiment

The Proof of Concept includes;

1. Testing the adoption and use of the Village Savers, Thumeza and Market Place Apps
2. Testing the use of the Village Savers, Thumeza and Market Place Apps to improve SSCBTs savings and trading experiences
3. Understanding the impact of the use of the Village Savers, Thumeza and Market Place Apps on SSCBTs financial literacy and inclusion, saving practices, trading practices, business continuity, growth, and livelihoods of the SSCBTs

Hypothesis

- **If** SSCBTs are offered access to an online low-cost transparent savings model, **then** SSCBTs will improve their savings behaviour and have access to low-cost credit
- **If** SSCBTs are offered access to an online low-cost transparent logistics platform to transport and clear their goods, **then** SSCBTs will continue operating amidst COVID 19 restrictions on movement
- **If** SSCBTs are offered access to an online low-cost buying platform, **then** SSCBTs will reduce their cost of importing/buying their goods
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Learning Goals

1. We want to learn what the adoption patterns are of the Village Savers, Thumeza and Market Place Apps amongst the SSCBTs
2. We want to learn whether using the Village Savers, Thumeza and Market Place Apps will improve the SSCBTs business continuity amidst COVID 19 public health movement restrictions and associated costs

3. We want to learn if using the Thumeza and Market Place Apps will reduce the cost of doing business for SSCBTs
4. We want to learn whether using the Village Saver Apps improves financial Literacy and inclusion amongst SSCBTs
5. We want to learn whether using the Village Savers, Thumeza and Market Place Apps will improve the SSCBTs livelihoods

Measurement Methodology

Parameters

- 100 CBTA Livingstone members, comprising of youth and women who trade in blankets, groceries, cooking oil, clothes, agriculture products, house furniture& appliances and curios will be invited to a meeting
- 75 will self-select to form the Treatment group, 25 will make the control group.

Method

- Quasi Experimental- Pre- Post

Data Required- *Refer to Experimentation Matrix*

- Baseline
- Endline
- Data from online platforms

TARGET AUDIENCES FOR THE RESULTS OF THE EXPERIMENT

This proof of concept is intended to provide evidence on whether, providing access to SSCBT goods bought across the border through using an online shopping app and improving transportation and clearing of goods through an online app Thumeza, can improve SSCBTs trading practices amidst public health restrictions on travel brought on by COVID- 19. Further the Proof of Concept tries to ascertain whether access to credit through the formation and formalization of savings groups through the Village Savers app, could make the SSCBTs more resilient to the shocks they experience and improve their capacity with business continuity. Evidence generated from the study will help inform, programming for borderland communities. Learnings from the study will be shared across the UNDP Country Office, Accelerator Labs network, Africa Borderland Centre, Regional Bureau for Africa, networks and partners.