

TERMS OF REFERENCE

Evaluation of housing support service mobile application

Type of Service	Consulting Assignment
HFH Country and Location	Sanepa, Lalitpur, NEPAL
Name and/or organization of the consultants	External Consultant
Consultancy duration	April 25-May 10, 2021

A. PROJECT BACKGROUND AND OBJECTIVES

Habitat for Humanity Nepal

Habitat for Humanity International Nepal (“Habitat Nepal”), a non-profit international non-governmental organization affiliated with Social Welfare Council, Government of Nepal operates in nine districts of Nepal. The vision of Habitat Nepal is a world where everyone has a decent place to live. Habitat Nepal’s purpose is to partner with people in the local community to help them build or improve a place they can call home.

Through its market development program line of business, Habitat Nepal helps to increase the availability and affordability of housing microfinance services, particularly low-income households. Habitat Nepal has prioritized to strengthen microfinance institutions (MFIs) in Nepal by developing affordable housing loan product; housing finance literacy materials; and improve the capacity of MFIs to reach over 112,000 families by 2024. Habitat Nepal follows the guidelines developed by Habitat for Humanity International’s Terwilliger Center for Innovation in Shelter (TCIS) to promote housing microfinance services. Habitat Nepal is looking to hire an experienced person to conduct evaluation of a mobile application developed for Housing support services to microfinance partner institutions. The evaluation process would be supervised and monitored by Habitat Nepal’s Financial Inclusion Team.

Habitat Nepal requests a proposal from interested individual persons for conducting evaluation of a mobile application that was developed to provide housing support services to MFI clients.

B. OBJECTIVES

1. Application development (technical analysis)

- Review appropriateness of platform used by the developer.
- Review security aspects of the application
- Review application’s user friendliness

2. Pilot phase

- Evaluate the progress made by branch staff of Mahuli Laghubitta Bittiya Sanstha Limited at Saptari district since the commencement of the pilot test.
- Receive feedback from Mahuli MFI staff members especially on cashflow analysis and cost estimation format.

3. Scope for Improvement

Identify key factors related to the application that may result in improved performance of the product.

C. ACTIVITIES

1. Pre-Filed Visit

- Discuss with software development team at Biratnagar through virtual call and understand product feature/technical aspects etc.
- Discuss with pilot testing staff members at Mahuli MFI, Saptari district.
- Define clear agenda and schedule for the mobile application evaluation for field visit.
- Finalize pilot evaluation tool/guide and share with Habitat Nepal.

2. On-site (Field Visit)

- Conduct assessment, which will include discussions with the software developer at Biratnagar.
 - Technical specification and correctness
 - Use of open source platform; renewal process etc.
 - Security of the software and database.
 - Process of upload/deletion of IEC materials, audio, video, etc.
- Conduct pilot testing assessment/evaluation with staff members of Mahuli Laghubitta at Saptari district.
- Visit at least three pilot branch offices located in Saptari and Siraha districts
- Review use friendliness of the application, review of cashflow data and cost estimate data produced by the application.
- Review appearance, flow of low-cost housing designs uploaded in the application.
- Review full menu of the application and suggest appropriate areas of improvement.
- Following questions should be answered during the pilot assessment:
 - ✓ Does the product satisfy to the staff members of Mahuli MFI?
 - ✓ What adjustments should be made to the product before launching in all branch offices?
 - ✓ What parts of the pilot were successful? Why?
 - ✓ What aspects of the pilot partially worked or did not work? Why?
 - ✓ What changes should be made to the product to take it to scale in a sustainable manner?
- Deliver a de-briefing presentation to the senior management of Mahuli MFI and Software developer on key findings.

D. DURATION AND PERSON DAYS FOR THE ASSIGNMENT

- Duration of the assignment: 20 days
- Number of person days:
 - Pre field visit: 2 days
 - On-site (field visit): 4 days
 - Report writing: 4 days
 - **Total person days: 10.**

E. DELIVERABLES/SPECIFIC OUTPUTS EXPECTED FROM CONSULTANT

The consultant should deliver electronic copy of the following documents:

1. Evaluation plan, including the timeline to complete the assignment.

2. Adapted or developed tools and guides to be used during the fieldwork.
3. The report with key findings, overall product assessment framework and recommendations

F. SPECIFIC INPUTS FROM HABITAT NEPAL

Habitat Nepal will provide necessary information on the application. Habitat Nepal will also coordinate and introduce the consultant with the software developer and Mahuli MFI.

G. QUERIES ON TOR

In case of any confusion or clarification in this TOR, the firm/individual can send their issues at skhanal@habitatnepal.org or call at +977-9808573594.

H. PAYMENT

The consultant should include travel cost, accommodation & food expenses, expert fee, etc. in the budget. The **fees** will be paid in two installments in the following manner:

1st installment:	After the signature of consulting contract-	60%
Final installment:	After the approval of final report-	40%

Note: Please be informed that Habitat Nepal will withhold applicable Tax Deduction at Source (TDS).

I. QUALIFICATION AND EXPERIENCES REQUIRED

Habitat Nepal wishes to have the following profiles for the consultants:

- Minimum of 5 years of experiences in software development and management is required.
- Has experiences on implementing software development activities in microfinance institutions in Nepal.

J. TO APPLY

Interested firms/individual should submit their Proposal with budget including testimonials/certificates to procurement@habitatnepal.org with CC to skhanal@habitatnepal.org. Please write **Pilot Evaluation** in the subject line of the email and submit the proposal no later than April 24, 2021. Those firms/individuals interested to submit their proposal in a separate sealed envelope as hardcopies, please send to National Director at Habitat for Humanity International- Nepal, Sanepa Chowk, Lalitpur – 2, P.O. Box: 24037, Kathmandu, Nepal.