



International  
Labour  
Organization

PROSPECTS

# ▶ CALL FOR PROPOSALS FROM FINANCIAL SERVICES PROVIDERS

To access technical assistance enabling them to deliver financial services to refugees and host communities in Kenya



## ▶ 1. Background

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### 1.1 The PROSPECTS programme

The International Labour Organization (ILO) is part of a Partnership for improving prospects for forcibly displaced persons and host communities (PROSPECTS). The Partnership is a multi-year programme, funded by the Government of the Netherlands, bringing together five agencies: International Labour Organization (ILO), International Finance Cooperation (IFC), World Bank, UNICEF and UNHCR to devise collaborative and innovative approaches for inclusive job creation and education in contexts characterized by forced displacement. In Kenya, the Programme is working in Turkana and Garissa Counties to enhance Local Economic Development and increase economic opportunities for host communities and refugees.

The PROSPECTS programme has four pillars:

- ▶ **Pillar 1: Education and learning**, which aims at making refugees and host communities attractive to the labour market through investments in skills that are in demand by the market.
- ▶ **Pillar 2: Employment with dignity**, which aims at triggering the availability of employment, support to transition to work by enabling refugees and host communities to set up and manage enterprises, create jobs to realise their entrepreneurial potential and improve on their livelihood.
- ▶ **Pillar 3: Protection and inclusion**, which aims at addressing the policy and planning challenges to the positive developments in the local economy and the world of work.
- ▶ **Pillar 4: Knowledge management**, which aims at documenting the lessons learnt from the programme implementation and dissemination of the same to guide future interventions.

### 1.2 The financial inclusion intervention

All the four pillars are interlinked. However, this call is to address issues in pillar two. Under the employment pillar, the ILO is collaborating with different partners to enhance private sector functioning while addressing barriers for access to decent self-employment for forcibly displaced persons. This will take place through provision of financial education and entrepreneurship skills development trainings and the enhancement of financial inclusion.

Among other tools, the ILO invests in the capacity building of managers of various types of financial service providers (FSPs) to advance financial inclusion. Jointly with its International Training Center (ITC-ILO) it has been developing and delivering management training curricula for almost two decades. Their most recent tools is the [Making Finance Work for Refugees training programme](#), and targets middle- and high-level managers of various types of FSPs, that currently serve or consider serving refugees and host communities with adequate financial services. The course helps FSPs diversify their product portfolio through serving refugees and host communities in a strategic and cost-effective way. It is relevant to financial institutions that are looking for ways to serve these population groups more effectively, as well as institutions that have not yet diversified and are seeking guidance on where and how to start.

The training course content is based on the second volume of the ILO Making Microfinance Work programme, which is focused on managing product diversification. It also embeds the most recent global, regional and local experiences, best practices and failures documented by the industry so far. More specifically, it focuses on the following content: (i) Delivering value, new market development, tools to understand the market and deciding who to serve within the refugee and host communities; (ii) Designing an outreach strategy to serve refugees and host communities: products, communication, delivery and relationship; (iii) Managing human resources, institutional culture and structure, and; (iv) Risk management and setting up a successful business model.

The technical assistance (TA) will help operationalise the learnings from the course hence having attended the course is an advantage. The TA is still open to 2.2all FSPs waiting to serve refugees and host communities in the 2 project counties.



## ▶ 2. Call for proposals

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### 2.1 Objective of the call for proposals

The objective of the call for proposals is for interested Financial Service Providers (FSPs) to apply for technical assistance from the ILO PROSPECTS Programme to enable them to sustainably provide inclusive financial services to refugees and host communities in the refugee hosting counties.

The financial institutions that apply should have a keen interest in applying product diversification by implementing interventions geared toward provision of inclusive financial services.

### 2.2 Scope of Technical Assistance

The technical assistance to be provided, by competent experts/consultants, will cover mainly **new product development** or **existing products adaptation** for the **FSP to pilot-test then launch** one (or more) **financial product to serve more refugee and host community** members, in a strategic and cost-effective way.

The technical assistance could involve the following:

- ▶ Rapid institutional assessment conducted as a preamble to the TA.
- ▶ Support in market research to understand the demographics, economic activities of the refugees and host communities of the 2 key refugee hosting counties together with their financial needs. The market assessment could also cover the opportunities and challenges in delivering the financial services to the target market.
- ▶ Support and guide the development of an inclusive outreach strategy (relationship, product, communication, delivery components) to ensure financial products and services meet the needs of the target beneficiaries while also ensuring the sustainability and viability of the FSP. The financial product specifications will be co-designed by the consultants and FSP. The outreach strategy will also ensure the delivery of financial services to the refugees and host communities is effective and efficient.
- ▶ Develop a pilot testing plan and protocol, support the FSPs in monitoring it and jointly evaluate and decide on the readiness of the product for roll out.
- ▶ Finalise an operational plan on how to deliver the services to the refugees and host communities with targets on products developed, clients reached disaggregated by gender, volumes of products and financial services delivered over a period of the next one and a half year with quarterly milestones.
- ▶ A capacity building plan on how to address the staff skills gaps, marketing of the services, systems, policies, and procedure manual revisions.

\* Please note that this technical assistance would not cover the setting up of new branches.

### 2.3 Eligibility

The eligible applicants should be FSPs following the below requirements:

- a) Be a Bank, Micro Finance Institution (MFI) or Savings and Credit Cooperative Society (SACCOS).
- b) Have office presence or operations in the target counties or have a demonstrated and documented plan to extend services and operations to either of the target counties either directly or through an agent.
- c) Interested or already offering inclusive financial services to refugees and host communities.
- d) Be in existence for at least 5 years.
- e) Be profitable, at least prior to the onset of the Covid-19 pandemic.
- f) FSPs that participated to the "Making Finance Work for Refugees and host communities course" will be prioritised.



## ▶ 3. Requirements for application to the call for proposals

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Interested FSPs are required to submit their applications, which will include technical and financial proposals requesting for the provision of the technical assistance using the format below.

### 3.1 Technical proposal

FSPs should fill in an [electronic form](#) and send any additional annexes with the financial proposal.

The link to the electronic form is as follows:

[https://docs.google.com/forms/d/e/1FAIpQLScVRz1fLVRgj5ZRcvGYSuilfdkmAbwzNfCx0I9IE\\_Y4VzzQXQ/viewform?usp=pp\\_url](https://docs.google.com/forms/d/e/1FAIpQLScVRz1fLVRgj5ZRcvGYSuilfdkmAbwzNfCx0I9IE_Y4VzzQXQ/viewform?usp=pp_url)

### 3.2 Financial proposal

The financial proposal should be linked to the technical proposal and will include among other the following:

- ▶ Budget estimation of the activities to be supported by **the technical assistance** to the FSP (for example but not limited to: funding needed for technical assistance, new product development or improvement of current products and services, operations and managing of the delivery of financial services)
- ▶ Financial or in-kind contribution by the FSP to the estimated budget
- ▶ Assumptions on how the costs were developed (e.g., Staff numbers and costs, Product development, delivery mechanisms etc.)
- ▶ Budget estimate should be minimum 20,000 and maximum 80,000 USD

The FSP should contribute at least 30% in cash or in kind to the proposed technical assistance.

## ▶ 4. Application submission

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Interested applicants that meet the eligibility requirements should submit their detailed technical proposal through [the electronic form](#). A pdf of the form, annexes and financial proposals should be sent to: [nboprocurement@ilo.org](mailto:nboprocurement@ilo.org)

The deadline for submission is **26<sup>th</sup> September 2021**.

Kindly title your email subject as: "Call for Proposals for Technical Assistance to FSPs."

Only successful FSP applications will be contacted for an interaction/interview. Successful applicants are expected to receive TA starting November 2021.



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