

Alliance for Financial Inclusion (AFI)

Terms of Reference for

Systems Development Consultant

1. Background

In September 2008, the German International Cooperation (GIZ) established the Alliance for Financial Inclusion (AFI) with funding from the Bill & Melinda Gates Foundation. AFI is an innovative, Southern-driven organization that enables policymakers in developing countries to share their knowledge of financial inclusion policies that have delivered tangible results. This knowledge and evidence of successful policies can empower each country in designing the most effective policy solutions for its own situation. AFI does this by facilitating online and face-to-face exchanges, regionally and globally, supported by grants and research.

AFI's stimulation, support and facilitation of policy learning and exchange is focused on a set of policy areas that have been identified as critical for financial inclusion: agent-banking, mobile financial services, financial inclusion data, financial integrity and consumer protection. The AFI network comprises central banks and financial regulatory institutions from over 80 countries - spanning all regions of the world.

AFI is planning to undertake a project to design and rollout a number of new technology based data base solutions including a new Enterprise Resource Planning (ERP) system and a system that captures ever-changing policy data of AFI's 85 member countries - currently referred to as the Member Country Policy Profiles. AFI is currently prioritizing the development of the Member Country Policy Profiles, but hopes to have all new systems in place by the close of 2015 when AFI plans to be established as an independent international organization.

The scope of the ERP includes, but is not limited to, customer relationship management (CRM), project management, document management, finance/accounting functions, grant management and human resource management. This system will replace an existing CRM that manages information on approximately 100 member institutions, approximately 300 external partners, and approximately 4,000 individuals. As well as a number of technology systems that are owned and managed by GIZ (headquartered in Eschborn, Germany).

The intent behind the Member Country Policy Profiles is to provide a web-based platform accessible worldwide that provides up-to-date financial inclusion policy data on each of AFI's 85 member countries including actual regulation, basic country level statistics as well as a digest of policy and regulation documents.

AFI aims to employ a consultant to support the planning of the project. The work of the consultant will be to write a concept note which describes the project in detail. Part of the concept note will be TORs which describe the work for a consultant to design and implement such data base. The TORs shall include, but will not be limited to project sequencing, timelines, business process alignment, potential service providers and feasibility of system requirements outlined by AFI teams.

AFI seeks a Systems Development Consultant who has extensive knowledge and experience of various Enterprise Database Solutions, particularly ERPs and databases creation (e.g. establishing appropriate business processes for collecting, updating and managing data accessible via web-based solutions). He/she must also have experience gathering user requirements, performing functional analyses, and implementing technological solutions.

2. Duties and Responsibilities of the Consultant

- Work closely with the AFI Data Systems Task Team to understand the data and system needs of AFI's various teams.
- Interview key AFI staff to understand the AFI business and work flows and how this intersects with AFI's system needs.
- Analyze AFI's system needs and provide recommendations regarding feasibility of the various aspects discussed.
- Develop a Concept Note for the full data system project with activities taking place between mid-2013 until the close of 2015 at which time the full scope of new systems will be in place. This Concept Note should include the following:
 - Project scope outlining the high level interconnections of the various systems to be developed through this project and how these systems address AFI's business needs
 - Project sequencing for full implementation of all new systems by the close of 2015
 - Ongoing consulting services needed for the remainder of the project in order to ensure proper project implementation
 - Budget projections for the each phase of the project

3. Deliverables

The consultant is expected to produce a Concept Note that appropriately reflects discussions and agreements with AFI's Data Systems Task Team. This Concept Note outlines the full scope of the project, provides a project implementation timeline through the close of 2015, outlines ongoing project consulting needs, and provides budget projections. The Concept note will include TORs which describe the task of a consultant to design and implement the database. The finalized Concept Note will be submitted to AFI's

Management Team for approval and used as the key tool for ongoing project management.

4. Skills required

- Ability to understand and interpret AFI team needs, and translate those into technical requirements
- Excellent communication skills with an ability to explain technical requirements in a comprehensive way to those with little digital experience
- Ability to liaise and report on project status to AFI's Data System Task Team
- Ability to Communicate well through all channels - contact reporting, email communication, face-to-face communication
- Ability to facilitate focus group discussions and one-to-one interviews with staff
- Ability to demonstrate solid knowledge of best practices in enterprise database solutions, such as ERPs
- Demonstrate good command of English (written and spoken)
- Ability to work under pressure
- Proven to be reliable, highly-motivated and self-sufficient

5. Professional qualifications and experience required

- BS Computer Science or BS EE required. MS preferred
- Minimum 7 years software architecture and engineering required
- Minimum 7 years experience in business systems development
- Experience with networking architecture and protocols
- Experience with network and server management