

Terms of Reference (ToRs) MICRO-INSURANCE CONSULTING SERVICES (MIC)

BACKGROUND

FSDMoç has partnered with the *Instituto de Supervisão de Seguros de Moçambique (ISSM)* to promote the development of a broad and sustainable micro-insurance ecosystem in Mozambique. The content of this partnership is in line with the discussions on the challenges around the implementation of micro-insurance in Mozambique, held during the Workshop on Micro-Insurance (co-organized by ISSM, AMS - *Associação Moçambicana de Seguradoras* and the World Bank), on 27 July 2017.

The abovementioned partnership has been formalized through the signing of an NDA (Non-Disclosure Agreement) and an MOU (Memorandum of Understanding) by FSDMoç and ISSM, on 7 November 2017. The MOU covers three main elements: drafting of a roadmap for the development of a broad and sustainable micro-insurance ecosystem, training for insurance providers and technical assistance to ISSM on the drafting and implementation of a micro-insurance policy.

FSDMoç and ISSM are now seeking specialized consultancy services for the implementation of the roadmap of micro-insurance in Mozambique.

SCOPE OF WORK

The primary duties of the micro-insurance consultant (MIC) will include:

- Prepare and implement his/her annual work and budget plans, as well as timely preparation and implementation of ToRs, procurement, monitoring, participation and training plans;
- Provide technical guidance and training to ISSM on how to regulate and supervise micro-insurance development activities;
- Provide technical guidance and training to insurance providers, on micro-insurance product design, development and distribution;
- Identify potential candidates for the Micro-insurance Innovation Facility, in consultation with ISSM, AMS and FSDMoç, and provide support during the review of proposals, conducive to the implementation via piloting;
- Prepare and submit progress reports on technical and financial aspects of his/her activities' implementation and results, as well as minutes, decisions and recommendations of meetings and workshops with stakeholders, for support and guidance to ISSM and FSDMoç;
- In coordination with ISSM and FSDMoç, organize meetings, workshops and other activities, including events for sharing experiences in thematic areas and organize visits among stakeholders and to project sites, in accordance with the approved work plan;
- Disseminate relevant documentation and experiences to ISSM and partners, building on experiences from other countries of the region and the world;
- Promote the diversification of life and non-life micro-insurance products, including crop insurance, health insurance, etc.; as well as propose the development of distribution

channels for improving access and usage of micro-insurance in the three regions of the country;

- Support ISSM and insurance providers on relevant content design for the consumer education campaigns, focused on the micro-insurance segment and dissemination models, with greater impact on the low-income population;
- Support ISSM and insurance providers engaged in innovative initiatives for micro-insurance product design, to pilot the respective products;
- Synthesize the project implementation, prepare and disseminate the required reports and provide guidance on future implementation mechanisms, based on national and international best practices.

KEY PERFORMANCE INDICATORS

- A. At least three micro-insurance products (life or non-life) developed and tested through piloting;
- B. At least five conventional insurers and one micro-insurance provider supported in the development of micro-insurance products and distribution channels;
- C. Consumer education programs focused on micro-insurance, developed;
- D. A robust micro-insurance's monitoring and reporting framework developed within ISSM;

DURATION, LOCATION AND NATURE OF ASSIGNMENT

The appointment of MIC will be for 6 months and directly linked to the ISSM Micro-Insurance taskforce, subject to 1month probationary period, extendable as necessary to reflect final project date. The MIC will work in Maputo and provide regular reports to FSDMoç and ISSM Board of Directors.

QUALIFICATIONS

The MIC will be either a firm or a groups of individuals recruited competitively, following announcements in local and international press, and the team should comprise at least one member with more than 6 years working experience and the remaining members with at least 3 years working experience in micro-insurance, including the following qualifications:

- A Bachelor degree in insurance or related fields;
- Extensive experience of micro-insurance projects' management from both demand and supply sides, as well as on policy and regulation levels;
- Strong management skills, including ability to provide strategic guidance, technical oversight, mentor staff, build strong teams, develop work plans and manage budgets and project expenditures;
- Good multi-cultural and interpersonal skills with experience in networking with relevant partners at all levels, such as Government, donors, private sector, NGOs, local community-based organizations, associations, etc.;
- Proven written, analytical, presentation and reporting skills and demonstrated computer skills;

- Practical knowledge of micro-insurance, including feeding information to the actuary, process mapping for various steps including registration, KYC, premium collection, claims processing;
- Should have adequate experience in pilot testing, since this is going to be a crucial part of the project;
- Have adequate experience in developing new products, considering that the introduction of new products represents one of the sub-tasks;
- In addition to the supply side initiatives, he/she should have working knowledge of Human Centered Design (HCD) approach, which guides education and awareness initiatives;
- He/she should have vast experience in developing and implementing awareness programs;
- Field work will have to be a major part of the role (which includes working with the insurers as well as the potential clients);
- Portuguese language proficiency will be an advantage but not a mandatory requirement.

SELECTION CRITERIA

The proposals will be evaluated against the selection criteria listed above, following the qualitative and quantitative assessment items in the table below.

Selection Criteria	Weighting
Technical capabilities	40%
Proposed methodology and approach	30%
Additional skills	25%
Good command of Portuguese language	5%
TOTAL	100%

SUBMISSION OF PROPOSALS

Proposals must be emailed to FSDMoç at fsdmoc@fsdmoc.com with the subject line “**Technical and Financial Proposals: Micro-Insurance Consultant**”. The emails must be received by Mid-night (Maputo Time), on Wednesday, 28 August 2019.

Questions or comments should be addressed also to FSDMoç through fsdmoc@fsdmoc.com no later than Friday, 23 August 2019.

OWNERSHIP/CONTROL OF WORK PRODUCT/PUBLICATION

All materials produced or acquired during the appointment - written, graphic, film, digital audio/video or otherwise - shall remain the property of FSDMoç unless and to the extent such rights are explicitly relinquished (in whole or in part) by FSDMOÇ in writing. FSDMOÇ furthermore retains the exclusive right to publish or disseminate in all languages, reports arising from such materials. In the event of early termination of the appointment or non-renewal upon its expiration, the consultant shall, if requested by FSDMOÇ, deliver copies of all materials and data developed with FSDMOÇ funds. Material developed by the consultant under the TORs may not be used without prior written approval of FSDMOÇ Intervention Lead.

AUTHORSHIP AND ACKNOWLEDGEMENT

FSDMoç staff will generally be listed as the authors of any publication or other communication that is produced as a result of the research conducted during the appointment. The consultant's contribution in conducting any research will be acknowledged in any such publication. If in the reasonable view of the Intervention Lead, the consultant contributes significantly to the conceptualization and drafting of any documents, the consultant's staff will be listed as co-author, along with the relevant FSDMoç staff. All knowledge and information not already within the public domain which the consultant may acquire from FSDMoç or its employees or by virtue of the assignment shall for all time and for all purposes be regarded by the consultant as strictly confidential and held in confidence and shall not be directly or indirectly disclosed by the consultant to any person whatsoever except with FSDMoç written consent. All outputs of the work, materials produced in the course of the work, and all byproducts shall remain confidential unless FSDMoç authorizes public release.