

Credit Union Management Information System

Of the Programme Improving Access to Pro-poor Financial Services in Sierra Leone and The Gambia

Terms of Reference (ToR)

Location:	Sierra Leone
Provisional dates:	the period of 15 February – 6 March 2018
Time commitment:	11 days
Date ToR approved:	02 February 2018

1. Background

The ILCU Foundation have been working in Sierra Leone (SL) since 2012. In February 2015, Irish Aid approved an application by ILCUF for funding for the project “Improving access to pro-poor financial services in Sierra Leone and Gambia”. The project, which is implemented in Sierra Leone by CDF, commenced on 1 June 2015 and will continue until 31 May 2018. The project includes a Management Information Systems (MIS) component to assist the long term development of the credit union movement.

2. Purpose

The purpose of the assignment is to enhance ILCUF’s understanding of MIS providers in Sierra Leone for the credit union movement.

3. Objectives

The objectives for this consultancy are to:

1. Conduct an MIS assessment of four providers
2. Conduct a needs analysis of three select credit unions in Sierra Leone
3. Provide guidance and recommendations on the most suitable MIS provider for the Sierra Leone.

4. Specific Tasks

Prior to visit:

- Review background documentation (Section 7).
- Develop MIS assessment criteria. The criteria should address costs, functionality, usability, support, references, hardware and MIS infrastructure and implementation.
- Conduct MIS assessment of four MIS providers, to be finalised after the trip.
- Arrange meetings with key stakeholders:
 - Sierra Leone Country Manager;
 - Three select credit unions;
 - Microfinance institution in Freetown using a MIS system.
 - MIS provider.
- Develop key questions for stakeholders.

During the visit to Sierra Leone:

- Meet with SL Country Manager to review and discuss:
 - CU achievements and challenges;
 - CU needs analysis;
 - IDT Labs.
- Meet with CU leaders to discuss:

- Needs analysis;
- Rapid review of book keeping system;
- Understanding of MIS;
- Computer literacy and training needs;
- Infrastructure capacity – electricity, internet, security.
- Meet with MFI in Freetown using a IDT Labs to discuss:
 - Experience using their MIS provider;
 - MIS strengths and weaknesses;
 - Lessons learnt.
- Meet with IDT Labs to discuss:
 - Appropriateness of the MIS for CUs;
 - Costs involved;
 - Availability of technical support for CUs;
 - Computer literacy training (provision either with or without the purchase of the MIS);
 - MIS training (provision either with or without the purchase of MIS).
- Briefly assess internet infrastructure in SL.
- Present to CU leaders and the national apex body on findings.

After visit:

- Debrief with ILCUF Technical Adviser and Junior Technical Adviser.
- MIS Report (around 10 pages excluding annexes.).

5. Outputs

5.1 Brief work plan for this assignment developed by the consultant and to be approved by ILCU Foundation before the start of activities under these ToR.

5.2 A written report to cover:

- Needs analysis.
- Overview of internet infrastructure in SL.
- MIS Assessment of IDT Labs, Kuelap, Fern and NACCUG Soft to include:
 - Costs;
 - Functionality;
 - Usability;
 - Support;
 - References;
 - Hardware; and
 - MIS infrastructure and implementation.
- CU Assessment to include:
 - Needs analysis;
 - Review of book keeping system;
 - Understanding of MIS;
 - Computer literacy and training needs;
 - Infrastructure capacity.
- Conclusions.
- Action points for follow up.

5.3 End-of-trip debrief with Sierra Leone Country Manager

5.4 Post-trip debrief with ILCUF staff.

5. **Lines of Communication.** The consultant will report to Irina Ignatieva, Programme Manager, iignatieva@creditunion.ie

6. Information

Background documentation which is relevant to this assignment will be provided by ILCUF.

7. Timeframe

The assignment will be delivered over the period of February – March 2018.

The schedule of activities will be coordinated with the Consultant.

8. Deadline

The deadline for this assignment is 6 March 2018.

9. Qualifications

ILCUF is seeking candidates

- With a university-level qualification in business, computer science, or related subjects
- With 5 years or more experience in management information systems and information technology
- Who have applied these skills in the African, preferably West African context
- Who are well familiar with financial cooperative/credit union services and operations.

10. Fitness to Travel.

It is the Consultant's responsibility to ensure that s/he is medically fit for travel to and work in the destination country. In accepting this TOR/ Terms and Conditions the Consultant confirms that the Consultant's general state of health and fitness is good for the trip in question and that the Consultant takes full responsibility for him/herself. The onus is on the individuals involved to ensure that ILCU Foundation is advised of any medical information that may impact their trip. All information will be held in confidence on the staff member or volunteers' file.

11. Application process

Please submit CV with cover letter via email to

Irina Ignatieva, Programme Manager, Irish League of Credit Unions (ILCU) Foundation,
33 – 41 Lower Mount Street, Dublin 2.

Email: iignatieva@creditunion.ie

Consultants are requested to indicate their daily rate in the cover letter attached to their CV.

Closing date for applications is Friday **09 February 2018**

All applicants are thanked for their interest in the assignment. However, only those selected for an interview will be contacted.