



MICROFINANCE CENTRE

Research on Digitalization in European Microfinance

Request for proposals

July 2018

1. Background

About Microfinance Centre (MFC)

The Microfinance Centre is a regional microfinance resource center and network. We unite 110 organizations (including 77 MFIs) across 36 countries of Europe, Central Asia and beyond, who together deliver responsible microfinance services to over 1,000,000 low-income clients.

Our mission is to empower people and communities through alternative social finance including microfinance. We seek to make the financial services work for all people and communities, especially underserved and excluded, by building on the potential and achievements of the social finance sector: microfinance, financial cooperative systems and others, inspiring new partnerships with technology providers to improve products, outreach and scale and to charter innovative ways of accessing and using finance.

The project

The research assignment is to be implemented within the framework of the EC-funded EaSI Programme: “EU-level NGOs networks active in the promotion of social inclusion and poverty reduction or microfinance and social enterprise finance”. The assignment will be conducted in cooperation with the MFC Working Group on digitalization and as a follow-up on a short survey conducted among MFC Members in 2017 on opportunities and challenges in digitalization : <http://mfc.org.pl/wp-content/uploads/2018/01/Digitalization-research-paper.pdf>

2. Consulting assignment

Objective

The objective of the study is to document interesting cases of digitalization in European microfinance in order to spread knowledge and understanding of the solutions that use modern technologies to improve the MFI operations.

The research will include the review of the digital solutions applied by European MFIs, selection of two most interesting examples, interviews with management and staff of the selected MFIs, analysis and case-study write-up.

Deliverables

The consultant shall submit the report presenting research findings with the following outline:

- Title page
- Executive summary
- Introduction to the subject of digitalization in microfinance
- Project description and methodology
- Findings from the review of digital solutions utilized by European MFIs
- Presentation of 2 case studies
- Conclusions

3. Submission process

Proposals should consist of the following:

- Background/administrative information (name, address of the consultant)
- Technical proposal including the methodology and tools
- Schedule of activities indicating the time needed to complete each task (in weeks)
- Description of Consultant's experience related to the assignment
- Consultant's CV
- Financial proposal

Submission procedure

The offer consisting of the elements listed above should be prepared in English and submitted to Justyna Pytkowska justyna@mfc.org.pl until July 31, 2018