PO 7985/8151 - Annex A - Terms of Reference

Performance Evaluation of the New Alliance Information and Communication Technologies Agriculture Extension Challenge Fund

1.   INTRODUCTION

DFID is seeking an Evaluation Supplier to assess the performance of the New Alliance Information and Communication Technologies Agriculture Extension Challenge Fund (NA ICT) during the period 2014 to 2018.

The specific focus of the evaluation is to provide a rigorous and independent assessment of the quality and relevance of the range of interventions undertaken by the programme and the extent to which it has helped smallholder farmers improve agricultural productivity.

The evaluation will generate high quality evidence on the effectiveness of ICT-enabled agricultural extension services in enhancing farmers' livelihoods through increased adoption and uptake of improved agricultural technologies. It will produce insights in what works and what does not work in scaling up ICT-enabled extension approaches through working with both the public and private sectors.

2.   BACKGROUND

2.1   Context

Ensuring that an increasing global population can be fed sustainably and equitably is a challenge that will require the global food system to change more radically in the coming decades than ever before. Meeting the challenges posed by land and water scarcity, climate change, and declining crop yields will need another giant leap in agricultural innovation to bring about sustainable intensification, producing more food with fewer inputs, and wasting less which in turn will require more effective agricultural investments[1].

Current agriculture systems and policies are not meeting global food demands and not supporting agriculture to reach its full potential in contributing to economic growth and poverty reduction, especially in Sub-Saharan Africa (SSA). For agriculture to reach its full potential for contributing to economic growth and meeting Sub-Saharan Africa's food demands, new approaches are required for developing technologies and even more important to get these into the hands of farmers.

Over the past 30 years investment in agricultural research has driven a rapid increase in global crop yields. There is growing evidence of high returns to this investment[2]. However, although overall impact of the uptake and application of agriculture research is impressive, global figures mask significant regional and social differences. In particular, Sub-Saharan Africa (SSA) has been lagging behind[3] [4] [5].

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[1] UK Foresight. 2011. The future of food and farming: challenges and choices for global sustainability. UK Government Office for Science.
[2] Hurley,T.M, Pardey, P.M and Rao, X. 2013. Returns to Food and Agricultural R&D Investments Worldwide, 1958-2011. InSTePP Brief. St. Paul: International Science and Technology Practice and Policy center, University of Minnesota, October 2013.
[3] Renkow, M. and Byerlee, D. 2010. The impacts of CGIAR research: A review of recent evidence
[4] Evanson, R.E. 2001. Economic impacts of agricultural research and extension. In: B.L. Gardner and G.C. Rausser (Eds). Handbook of Agricultural Economics. Vol. 1A. Elsevier Science. Amsterdam. Pp.574-625.
[5] Raitzer, T.A. and Kelley, D.G. 2008. Benefit-cost meta-analysis of investment in the International Agricultural Research Centers of the CGIAR. Agricultural Systems. Volume 96, Issues 1–3, March 2008, Pages 108–123

The transformation of the agriculture sector which characterised rapid growth in Asia has not yet taken place in most SSA countries. In many regions, the slow pace of technological innovation is a critical constraint to productivity gains and ultimately to economic growth and poverty reduction. Easy and timely access to information, knowledge and technologies is one of the key elements of agricultural innovation. Yet too few farmers and public and private advisory agents can easily access all information they need. In SSA, public funded agriculture advisory systems have generally been characterised by inefficiency and have a poor track record of delivery[6] [7].

Access to the results of agricultural research and development is critical for improving the SSA's agricultural sector's contribution to economic growth and transforming the lives of smallholders and rural communities. ICT offers great potential to address some of the problems of inefficient agriculture advisory systems because of the great improvements worldwide in affordable and accessible telecom services[8]. ICTs enabled solutions have become important in improving services due to poor infrastructure and services in place. For example mobile-enabled banking services have been meeting a real demand with 56.9 million registered mobile money users in SSA by June 2012[9]. The then Secretary of State's November 2012 speech at the 'Opening Up' Conference highlighted DFID's commitment to supporting ICT-enabled innovation, urging that: "*now is the moment when we can really grasp the opportunities that mobile and internet technology offers to change the ways that citizens and governments interact, to generate economic opportunities, and to transform service delivery*"[10].

Over the past years, there have been several efforts to design and implement ICT- enabled advisory services by NGOs, businesses, governments and public-private partnerships. Most of these have not yet gone to scale and tend to focus on one particular type of ICT such as mobile phone based messages or low-cost video. There is an increased interest to combine various ICT-enabled channels to support a more effective information delivery and exchange by using a wider range of communication channels best suited to different target audiences by packaging information in various ways depending on content, purpose and audience. Despite the wide potential of integrated ICT enabled services, limited evidence exists of the effectiveness of such services.

2.2   About the programme

The aim of the New Alliance Information and Communication Technologies Agriculture Extension Challenge Fund is to develop and scale up the delivery of agriculture extension services using sustainable information and communication technologies, including radio, mobile phones, video and web-based applications.

The programme is delivered by the United States Agency for International Development (USAID) and aims to reach 3 million users to help improve agricultural productivity and increase food security for smallholders in Sub Saharan Africa. The UK is providing £2,800,000 over 4 years. The total fund is US$12m over 4 years. The other donors are USAID ($3 million plus $1.6m in kind for managing the fund and grantees); the Bill and

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[6] Anderson, J.R. and Feder, G. 2004 Agricultural Extension. World Bank Observer 19:1. Washington DC.
[7] Purcell, D.L. and Anderson, J.R. 1997 Agricultural Extension and Research: Achievements and problems in National Systems. A World Bank Operations Evaluation Study. World Bank. Washington DC.
[8] http://mobithinking.com/mobile-marketing-tools/latest-mobile-stats/b
[9] GSMA. 2013. Sub-Saharan Africa Mobile Economy 2013. http://www.gsma.com/newsroom/sub-saharan-africa-leads-world/
[10] https://www.dfid.gov.uk/News/Speeches-and-statements/2012/Justine-Greening-Speech-to-the-DFIDOmidyar-Network-Open-Up-conference/

Melinda Gates Foundation (BMGF) ($3m) and the International Fund for Agricultural Development (IFAD) ($1.5 million).

The multi-donor New Alliance ICT Extension Challenge Fund is now in full implementation with six country grantees, namely Ethiopia, Ghana, Malawi, Mozambique, Senegal, and Tanzania. A full list of grantees, activities and timeframes is provided in Annex 1.

There is also an independent monitoring and learning contractor, International Business and Technical Consultants Inc (IBTCI). A summary of the objectives and activities is provided in Annex 2.

This programme is an element of DFID's commitment to the New Alliance (NA) for Food Security and Nutrition, and a follow-up of the G-8 Nutrition for Growth event on 8th June 2013. The NA is a shared commitment to achieving sustained and inclusive agricultural growth and raise 50 million people out of poverty by 2022 in Africa, including Burkina Faso, Cote d'Ivoire, Ethiopia, Ghana, Malawi, Mozambique, Nigeria, and Tanzania (note these were the 6 countries specified in the original Business Case – see point below). The goals of the NA are to increase responsible domestic and foreign private investments in African agriculture, take innovations that can enhance agricultural productivity to scale and reduce the risks borne by vulnerable economies and communities. The NA is one of four integrated actions aimed at improving agricultural productivity through getting science and technology into widespread use. It is closely linked to the Scaling Seeds and Other Technologies Programme (SSTP) and the African Agriculture Technology Platform (AATP) component of the New Alliance.

The scope of the programme does not significantly differ from that envisaged in the original DFID Business Case, with the project goals, partners, timeframe and budget unchanged. The only significant change has been that in the final selection process Senegal and Malawi replaced Burkina Faso and Côte d'Ivoire as target countries.

The main features of the programme are:

Impact	Improved agricultural productivity in selected food crops by smallholder farmers in 6 NA countries.
Outcome	New knowledge and practices adopted by at least 1 million smallholder women and men farmers with access to financially sustainable ICT-enabled extension services in 6 NA countries in Africa.
Outputs	• Improved access to ICT enabled extension services for at least 3 million smallholder women and men farmers in 6 NA countries with particular attention paid to women; • Improved content adapted to specific needs, context and available ICT channels; and • Development of high quality evidence on (cost)-effectiveness and impact of ICT-enabled services.

Internally, figures have recently been collated for the reach of services to farmers in 2016 (key output indicator: Number of farmers using ICT-enabled services). These indicate in excess of 1.25 million users, which is ahead of target. However, no individual grantee is on target – Ghana, Malawi, Senegal and Tanzania are all above projections, Ethiopia is well below what is a very large target and in Mozambique service provision commenced only towards the end last year.

The current version of the logframe (Annex 3) and original theory of change (Annex 4) are provided and further programme information may be found in the project documents available on devtracker.

2.3   Lessons so far

The programme has undergone two DFID Annual Reviews. There are a number of key lessons emerging:-

- The type and range of ICT enabled advisory services varies significantly across different countries depending on service providers available. This will be a good opportunity for learning which ICT channels are the most efficient and effective in achieving results across the grantees while taking into account the specific country context;

- It has been more difficult than expected to agree on detailed definitions for common indicators across countries, but common indicators have been defined with the assistance of the monitoring and learning contractor (see Annex 2). This will enable cross-country comparisons in later years after start up. The key lesson here is to recognise that establishing common indicators for future programmes is necessary from the start but that they need to be reviewed on an ongoing basis;

- On a few occasions, grantees have facilitated the delivery of messages on new seeds before seeds were actually available, causing frustration for farmers as well as seed companies. A key lesson has been for country grantees to coordinate better their ICT-enabled messages by working with others, especially SSTP, to ensure that seeds or other inputs are actually available;

- Despite being in different countries and, in some cases, competitors, the country grantees have strong interest in sharing experience and learning from each other; and

- Given that three years is a relative short time to move to a sustainable approach, grantees need support in learning how they can ensure the service becomes financially and organisationally sustainable relatively quickly, before donor support ends. This can be achieved through sharing lessons across the grantees but could also involve bring in others who have made a financial success out of the same type of service.

The monitoring and learning contractor (IBTCI) is facilitating sharing these and other lessons among the grantees themselves in webinars and face-to-face events and will soon find a variety of ways to share them more broadly. The USAID manager of the New Alliance for ICT Extension Challenge Fund is also sharing lessons in blogs on www.agrilinks.org

3.   PURPOSE, SCOPE AND EVALUATION QUESTIONS

3.1   Purpose

The primary objective of the evaluation is to assess the progress of the programme in respect of access to and adoption of new technologies which improve agricultural productivity. The evaluation should provide an independent assessment of the extent to which the programme has achieved all of the targets in the logframe (Annex 3).

The main cross cutting issues to be considered by the evaluation are:

- Poverty

- Gender
- Climate and environmental issues
- Disability and other dimensions of social inclusion.

3.2   Scope

The scope of this evaluation covers the period of the NA ICT from July 2014 to the end of data collection for the evaluation (a date in second half of 2018 to be confirmed in inception).

In assessing the overall programme, the evaluation will be expected to encompass all grantees (who will make more or less of a contribution to overall programme targets as set out in the logframe). The evaluation should provide a comparative analysis of the design and performance of the grantees, so that lessons can be learned for this and other interventions. However, an assessment of the performance of each individual grantee (and sub-grantees) is not required. We expect in country evaluation activity in at least three countries.

DFID also funds the mNutrition programme, led by GSMA, which is providing similar mobile phone based services in agriculture and health. Of the 6 NA ICT countries, GSMA has initiatives in Tanzania, Ghana and Malawi. The winning bidder will be expected to set out any overlaps in terms of targeting of beneficiaries between the NA ICT and mNutrition programme and provide an explanatory note and analysis in their inception report.

3.3   Evaluation Questions

On the basis of the core evaluation questions below and other information in the ITT, proposals should present a suitable evaluation framework which would unify the components of the evaluation and help to guide final decisions on the content and conduct of this evaluation.

During the inception phase this framework will be completed, to encompass:

- Evaluation criteria
- Evaluation questions, sub-questions and indicators / judgement criteria, as appropriate
- Data collection and analysis methodologies including the approach to assessing VfM

Proposals should be very clear about the extent to which they will be able to assess value for money and impact (see questions below), with the opportunity to explain proposals in more detail during inception.

The evaluation shall address the following core questions, though we are happy to consider revisions to the exact meaning and/or wording in proposals and during inception.

The key evaluation questions are:-

Relevance

- What evidence exists to show that adoption of technologies is enhanced through ICT-enabled advisory services?
- What levels of quality and appropriateness (inc timeliness) have been achieved by the extension services funded by NA ICT?

Outputs and Results

- How accurate and valid are the results reported by grantees, both individually and in total; similarly how accurate and valid are disaggregations?
- To what extent are the other public outputs of the programme suitable and of good quality?

<u>Value for money</u> (incorporating efficiency and effectiveness)

- Economy – To what extent has the programme considered and managed costs?
- Efficiency - How well are programme resources used by grantees to deliver programme outputs?
- Effectiveness - To what extent has the programme enabled grantees to achieve outputs and outcomes?
- Equity - Are services accessible to women and men? Do services meet the needs and preferences of women? Are recipients from a diverse range of social and economic backgrounds?

<u>Progress towards Outcomes and Impact</u>

- Which knowledge and practices have been adopted in what numbers by whom?
- What evidence exists to show that integrated ICT-enabled advisory approaches are contributing to
    i. reducing poverty amongst targeted farmers and households
    ii. improving agricultural productivity of smallholder farmers, especially women?
    iii. improving agricultural productivity and benefiting the environment
- Which ICT channels are the most effective in achieving results across the grantees, while taking into account the specific country context?
- What are the intended and unintended, positive and negative outcomes and impacts that can be observed?

<u>Sustainability</u>

- What evidence is there to demonstrate that mechanisms are in place and are planned to enable continued delivery of ICT-enabled advisory services after grant funding?

<u>Further questions: lessons and linkages</u>

Linked to the lessons learned section, there are a number of further questions which could be considered for inclusion. We list a few below and welcome further suggestions.

- To what extent have lessons learned (and which lessons) been shared and adopted between project partners?
- What effective linkages did the programme make with other similar initiatives/organisations providing ICT-enabled extension services, and what lessons did they learn?
- What lessons can be learned about the challenges in establishing common indicators and collection of data?

4. METHODOLOGY

In bids, tenderers should spell out as fully as possible the evaluation design and methodology they propose to use, the allied potential risks and challenges for the evaluation and how these will be managed. The successful tenderer will then refine this proposal within the first month or so of the contract, in consultation with DFID, USAID and other relevant stakeholders. An inception phase of 6 weeks is expected.

The methods and assessment frameworks employed for this evaluation should facilitate the collection and analysis of data, be relevant to the questions outlined in section 3 above, and make optimal use of existing data. The evaluation may need primarily to use retrospective evaluation methodology techniques. Particular attention should be paid to documenting both quantitative and qualitative progress on the areas identified.

DFID is not prescribing a methodology for the conduct of this evaluation, but would expect a design that takes a multiple methods approach and systematically triangulates evidence. A minimal list follows, but we are open to additional and/or innovative methods. Please note, that we are committed to quality and rigour in line with international good practice in evaluation.

Sources that will be used in the evaluation would, at a minimum, include:

- *Document review:* Review of key documents. This includes:
  - Quarterly Task Order (Activity) Progress Reports from the Monitoring and Learning Contractor
  - Quarterly Data reports and Annual Data reports – results for all indicators for all country grantees, disaggregated by gender from the Monitoring and Learning Contractor
  - Grantee Workplans
  - Grantee Quarterly Reports
  - USAID Quarterly reviews (powerpoint) and Annual Reports to Donors

- *Interviews with key partners and users:* Interviews with key stakeholders such as national, regional and international level policy makers (governments, donor and civil society), other researchers and practitioners (farmers, agribusiness). Also interviews with key staff members. These interviews may be done in person if feasible, but most likely by telephone or internet based communication.

- *Participation in regional meetings: Face-to-face meetings*: Face-to-face meetings should be held with key stakeholders in Africa and the UK.

- *Surveys or other data collection methods:* If surveys are used, these should be rigorously designed with appropriate sampling methods and expectation of acceptably high response rates. Alternative or complementary approaches, such as online discussion fora, could be considered.

5.   EVALUATION OUTPUTS

The Evaluation Team will be expected to produce the following outputs:
- Inception Report including refinements/amendments of evaluation questions, full methodology, Theory of Change, assessment of which evaluation questions can be answered using a credible and robust evidence base, identified sources of data and risk management strategy, and a communications plan;
- Interim report
- Draft Final Report;
- Minimum two presentations to Management Group and grantees;
- Final report (50 pages with a maximum 4 page Executive Summary) that incorporates feedback obtained on the draft report; appendices with details on the methodology, informants, etc;
- Two page evaluation brief (well-designed pdf).

Bidders should specify any additional outputs and communication activities, with indicative timelines for these, aimed at all relevant audiences in their proposals.

6. TIMETABLE AND MILESTONES

Please propose a detailed timetable, having regard to the following:

Primary Activity	Deadline
Evaluators selected and contract agreed.	August 2017
<u>Inception Report Submitted to Management Group</u> Approach should be finalised in consultation with donors. This Inception Report should include a Theory of Change, suggestions on refinements/amendments of the evaluation questions, the full methodology, implications for the degree to which the evaluation questions can be answered using a credible and robust evidence base, assessment frameworks, identified sources of data and risk management strategy. Plus a communications plan for the evaluation.	Within 6 weeks of contract starting
Management Group provide feedback and approval.	Within 10 weeks of contract starting
Interim Report Reports should include (though not necessarily in precisely this structure): 1. Cover page. 2. Table of Contents. 3. Executive Summary: four to six pages. 4. Purpose of Evaluation. 5. Evaluation approach and methodology, with limitations 6. Findings 7. Lessons and recommendations 8. Annexes – additional supporting evidence and detailed methodology.	May 2018
Management Group provide feedback and approval	June 2018
Presentations to Management Group and grantees to discuss draft findings	July 2018 - TBA
<u>Final Report</u> Final report should take into account comments on the draft report from DfID and others	January 2019
<u>Approval from Management Group</u>	March 2019

7. THE RECIPIENTS

The principal recipients of this service will be DFID, USAID and the BMGF.

Grantees of the programme will also benefit from lessons for selected grantees, even though the overall evaluation will look at draw conclusions on the overall design and performance of the programme. Potential future investors in the grantee ventures are also an important audience.

The other audiences for this evaluation include:

- DFID Agricultural Research and Food and Nutrition Security Teams;
- Grantees of the programme and their partners;
- Other donors who may be interested in investing ICT-enabled extension services;
- Research community interested in ICT-enabled extension services; and
- Other organisations undertaking ICT-enabled extension services for development (e.g. GSMA)

Evidence and lessons generated by the evaluation will be made publicly available, in order to contribute to the global evidence base on ICT-enabled extension services.

8. EVALUATION MANAGEMENT ARRANGEMENTS

The evaluator's day to day points of contact in DFID will be the Senior Responsible Owner/Livelihoods Adviser and the Deputy Programme Manager.

The evaluation will be overseen by a Management Group. This group will be responsible for approving the evaluation outputs and commenting on draft reports. DFID will seek to provide unified sets of comments on outputs.

The Group will include the following staff:

- DFID Livelihoods Adviser
- DFID Deputy Programme Manager
- DFID Evaluation Adviser
- USAID Programme Lead
- BMGF Lead Adviser

Draft and Reports will also be shared with the M&L provider to the NA ICT fund. The M&L provider will work closely with the winning bidder by providing reports and data that they have collected and share lessons learnt to date. However, they will not have a role in quality assuring and approving the reports of the independent evaluator. This will be the responsibility of the Management Group

Liaison will include up to three meetings and at least three presentations by the evaluators (one to present and discuss the inception report/evaluation plan; and two presentations of findings). Meetings will be hosted in London, but may involve teleconferencing or video conferencing with Management Group and evaluation team members working elsewhere. The evaluation team may use conferencing for most meetings but must budget for attendance of all core members at a minimum of one meeting and one presentation in London.

9. QUALITY ASSURANCE

Bids should set out how they will ensure quality throughout the evaluation. The Management Group will comment thoroughly on all deliverables, to enable these to be strengthened and finalised. However, the commissioned team is expected to have a process to assure that all

first drafts are of a good standard, which do not require the group to identify fundamental weaknesses or omissions.

In line with DFID's Evaluation Policy, DFID will arrange (and pay for) independent quality assurance reviews of the inception report and the final evaluation report. This generally takes 10 working days. These are QA reviews for DFID, from which DFID may select comments to share with the evaluator. We would not expect to send the interim report for QA, but reserve the right to do so.

10. ETHICS

The evaluation should ensure that it adheres to the ethical evaluation policies of DFID and the evaluation principals of accuracy and credibility. Proposals should include consideration of ethical issues and a statement that the researchers will comply with the ethics principles.

11. RISKS

The main challenge to implementing the Evaluation is evaluating progress across 6 grantees operating in 6 different countries, and the variation between the grantees in terms of the progress they have made, their depth of expertise in delivery and also their abilities to provide timely and relevant data.

The Evaluation team will also be dependent, to some extent, on the quality of data collected by the current M&L provider. However, this should not preclude the independent assessment being able to evaluate overall progress on the intervention towards the intended outcomes.

Some other risks and challenges may face are that the grantees might not survive the length of the programme. This risk is mitigated by covering all grantees at this stage, of which there are only 6, rather than picking a smaller number of running the risk that one of them is unable to carry on the implementation of the programme for reasons outside of USAID or the grantees control.

12. SKILLS AND QUALIFICATIONS OF EVALUATION TEAM

The essential competencies and experience that the Evaluation Team will need to deliver the work are:

- Extensive knowledge of evaluation methods and techniques;
- Strong qualitative and quantitative research skills;
- Good knowledge and understanding of agricultural extension services in Africa;
- Understanding of ICT industries, awareness of the rapid changes in technology and how people are using the services;
- Expertise in gender, social and poverty research and analysis;
- Proven capacity to assess value for money; and
- Strong analysis, report writing and communication skills

Proposals from suitably qualified teams of individuals, organisations and consortia are equally welcome. We would very much welcome proposals from teams led by or including evaluators from NA ICT target countries, though this is not a requirement.

13. BUDGET AND TIMEFRAME

The contract is expected to begin in September 2017 and run for 20 months with a possible extension of up to 4 months, subject to continued need and satisfactory performance.

The contract will be issued for the full duration; however, there will be a formal break point in the contract following the inception phase. Progression to the implementation phase will be

subject to the outcome of the inception report review process, satisfactory performance by the Supplier, continued value for money, and DFID agreement to any revised work plans.

DFID reserves the right to scale back or discontinue the contract at any point (in line with our contractual terms and conditions) if it is not achieving the anticipated results. Conversely, we may also scale up or extend the life of this evaluation, should this be required or should it demonstrate the potential to yield better results.

14. DIGITAL SPENDING

All digital content produced by the Supplier is subject to UK government digital principles as set out by the Government Digital Service (GDS). All digital developments should put the needs of users first, learn from and improve these services over time, and be freely available for other DFID programmes to use. For more information, please visit www.gov.uk/designprinciples

The Supplier should not propose unnecessary bespoke systems or tools to implement, and should instead make use of existing and freely available systems and tools in all aspects of the programme where possible.

15. TRANSPARENCY

DFID has transformed its approach to transparency, reshaping its working practices and pressuring others around the world to do the same. DFID requires all Suppliers receiving and managing funds to release open data on how this money is spent, in a common, standard, reusable format and to require this level of information from immediate sub-contractors, sub-agencies and partners.

It is a contractual requirement that the Supplier registers on the International Aid Transparency Initiative (IATI) Registry and makes the relevant data publicly available. For more information, please visit www.aidtransparency.net

16. DUTY OF CARE

The Supplier is responsible for the safety and well-being of their Personnel (as defined in Section 2 of the Contract) and Third Parties affected by their activities under this contract, including appropriate security arrangements. They will also be responsible for the provision of suitable security arrangements for their domestic and business property.

DFID will share available information with the Supplier on security status and developments in-country where appropriate.

The Supplier is responsible for ensuring appropriate safety and security briefings for all of their Personnel working under this contract and ensuring that their Personnel register and receive briefing as outlined above. Travel advice is also available on the FCO website and the Supplier must ensure they (and their Personnel) are up to date with the latest position.

This Procurement may require the Supplier to operate in a seismically active zone and is considered at high risk of earthquakes. Minor tremors are not uncommon. Earthquakes are impossible to predict and can result in major devastation and loss of life. There are several websites focusing on earthquakes, including http://geology.about.com/library/bl/maps/blworldindex.htm. The Supplier should be comfortable working in such an environment and should be capable of deploying to any areas required within the region in order to deliver the Contract (subject to travel clearance being granted).

This Procurement may require the Supplier to operate in previously conflict-affected areas and/or places where the security situation is volatile and subject to change at short notice. Travel to areas of current conflict or places of very high risk is not anticipated. Travel will be subject to travel clearance from the UK government in advance. The Supplier should be comfortable working in such an environment and should be capable of deploying to any areas required within the region in order to deliver the Contract (subject to travel clearance being granted).

The Supplier is responsible for ensuring that appropriate arrangements, processes and procedures are in place for their Personnel, taking into account the environment they will be working in and the level of risk involved in delivery of the Contract (such as working in dangerous, fragile and hostile environments etc.). The Supplier must ensure their Personnel receive the required level of training prior to deployment.

Tenderers must develop their Tender on the basis of being fully responsible for Duty of Care in line with the details provided above and the initial risk assessment matrix prepared by DFID (see Annex 5).

Tenderers must confirm in their Tender that:
- They fully accept responsibility for security and Duty of Care
- They understand the potential risks and have the knowledge and experience to develop an effective risk plan
- They have the capability to manage their Duty of Care responsibilities throughout the life of the contract

If you are unwilling or unable to accept responsibility for security and Duty of Care as detailed above, your Tender will be viewed as non-compliant and excluded from further evaluation.

Acceptance of responsibility must be supported with evidence of Duty of Care capability and DFID reserves the right to clarify any aspect of this evidence. In providing evidence, Tenderers should consider the following questions:

a) Have you completed an initial assessment of potential risks that demonstrates your knowledge and understanding, and are you satisfied that you understand the risk management implications (not solely relying on information provided by DFID)?
b) Have you prepared an outline plan that you consider appropriate to manage these risks at this stage (or will you do so if you are awarded the contract) and are you confident/comfortable that you can implement this effectively?
c) Have you ensured or will you ensure that your staff are appropriately trained (including specialist training where required) before they are deployed and will you ensure that ongoing training is provided where necessary?
d) Have you an appropriate mechanism in place to monitor risk on a live/ongoing basis (or will you put one in place if you are awarded the contract)?
e) Have you ensured or will you ensure that your staff are provided with and have access to suitable equipment and will you ensure that this is reviewed and provided on an ongoing basis?
f) Have you appropriate systems in place to manage an emergency/incident if one arises?

17. ANNEXES

1   Country Grantees
2   Monitoring and Learning Contractor
3   Logframe
4   Theory of Change
5   Country Risk Assessments

Annex 1: GRANTEES

See also powerpoint summarising each grantee activities in 2016

Country Grantees	Sub-Grantees	Main activities	Start Date	End Date	ICT Challenge Fund
Ethiopia: Digital Green	Farm Radio International, Awaaz.De, DiMagi	Radio; low cost video; IVR (with SMS option) extension services	9/30/2014	9/29/2017	$1,700,000
Ghana: Grameen Foundation	Digital Green, Farm Radio International (FRI)	Services are a range of digital application (AgroTech) for agents connected to farm aggregators in north. Includes radio too (FRI) and low cost video (DG) on agents devices	9/30/2014	1/31/2017[11]	$1,699,951
Malawi: Catholic Relief Services	Self Help Africa, Human Networks International (HNI), Mzuzu CADECOM (Airtel is partner of HNI, but no funding from grantee, nor HNI)	IVR, SMS and radio extension services	9/30/2014	9/29/2017	$1,682,838
Senegal: Concern Universal	SB Conseil, Practical Action, UC Davis, ADG	Uses mix of radio programs and related mobile services (e.g., IVR) managed by a social enterprise (Jokolante) and provided via cooperatives and radio stations as customers	3/25/2014	3/24/2018	$1,698,019
Mozambique:	National Cooperative Business Association: Cooperative League of the USA (CLUSA) is the international arm of the (NCBA CLUSA) - 3 years HNI and FRI	Offering mix of IVR (with Vodafone) (voice and SMS) + FRI's participatory radio programs	2/12/2016	2/12/2019	$1,700,000
Tanzania	FRI and Centre for Agriculture and Biosciences International (CABI)	Used FRI's approach to designing radio programs including research on listenership and farmer knowledge of crops and integration of mobile tools to tie farmers to radio stations	01/11/2015	01/11/2018	Funded by IFAD not through DFID/USAID and Gates
IBTCI	None		8/3/15	8/2/18	$810,379.60[12]

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[11] This grantee opted for a 2-year grant period, not 3 years.
[12] Includes $2,134.83 for GSA OASIS Contract Access Fee.

Annex 2: MONITORING AND LEARNING CONTRACTOR IBTCI

The goals that cover the IBTCI Statement of Work are to:
- Contribute to increasing the impact and cost effectiveness of the ICT Extension Challenge Fund country grantees by tracking their progress and facilitating learning and adaptation; and
- Enable other stakeholders to learn from this work as well.

To achieve these goals, IBTCI will design and implement an approach that will meet four objectives related to monitoring and learning as follows:

- Objective 1: Finalise results framework and related documents across ICT Extension Challenge Fund Country grantees, consistent with SSTP Results Framework.
- Objective 2: Collect and report results in a timely manner using good practices.
- Objective 3: Create and facilitate a learning network among grantees.
- Objective 4: Develop and implement a dissemination plan to share learning and results with interested stakeholders.

Under Objective 1, IBTCI will next review the Results Framework in May 2017.

Under Objective 2, IBTCI works with the grantees to collect annually data from the country grantees related to these common indicators. These are reported to USAID by IBTCI in the ICT Extension Indicator Data table, which summarises results on each indicator, by each country and is disaggregated by gender only (e.g not by disability). No qualitative data is collected.

1.1 Number of farmers with access to (the provided) ICT-enabled services.
1.2 Number of farmers using ICT-enabled services
Male
Female
1.3 Number of farmers and others who have applied improved technologies or management practices as a result of (donor/US government) assistance.
Male
Female
1.4 Number of hectares of land under improved technologies or management practices.
Male
Female
1.5 Number of individuals who have received USG (i.e., donor) supported short-term agricultural sector productivity training or food security training.
Male
Female
2.1 % of costs of ICT-enabled services covered by non-donor sources

IBTCI do not collect routinely any additional quantitative data. They work closely with the grantees to develop their indicators and data collections e.g. through learning events falling

within Objective 3. Learning Network events include an annual Face-to-Face (F2F) Event; in 2017, this is expected to take place in June. There are four Peer-to-peer Virtual Events per year.

IBTCI submits Quarterly Task Order Progress Reports to document work completed and planned, and to address issues and challenges faced and any corrective actions or changes considered. These reports also include a section on learning. For the year ends at 30 September, this becomes an Annual Report which includes a comprehensive narrative summary of the previous year's activities and accomplishments per the annual work plan. The annual report will also include short "success stories" briefly describing examples of how the project has succeeded in achieving its objectives. At least quarterly, IBTCI holds briefings and discussions with USAID. They also produce for USAID work plans, a learning plan, a gender plan and a communication and dissemination plan.

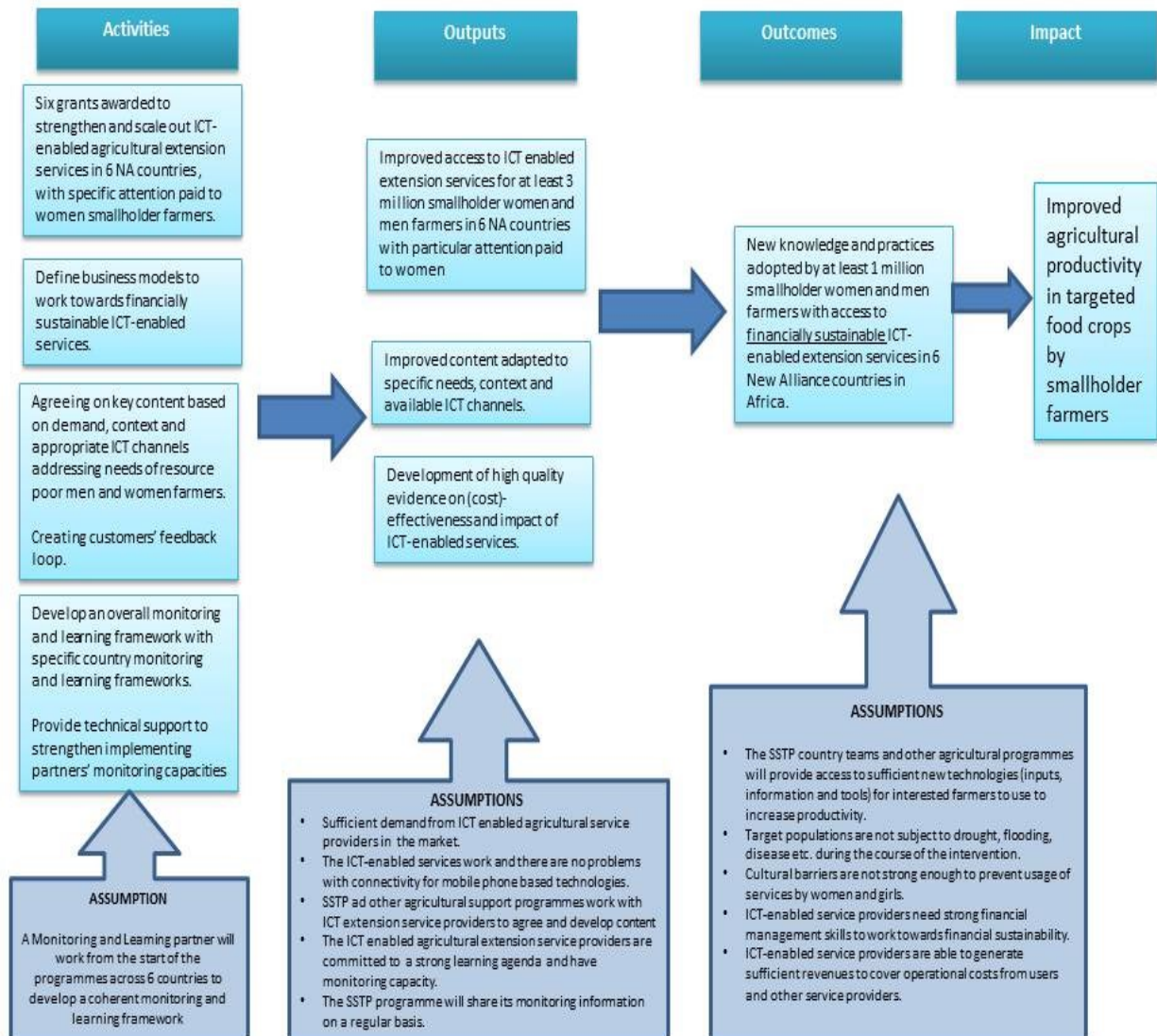They submit quarterly data reports on each indicator to IBTCI as outlined above.

All of the documentation will be made available to the all bidders. With regard to the datasets, bidders will receive the summary table of results compiled by IBTCI as well as summaries of learning workshops, IBTCI's Annual Workplan, Learning, Gender and Dissemination Plans.

Annex 3: LOGFRAME

See separate attachment

Annex 4: THEORY OF CHANGE DIAGRAM

Activities

Six grants awarded to strengthen and scale out ICT-enabled agricultural extension services in 6 NA countries, with specific attention paid to women smallholder farmers.

Define business models to work towards financially sustainable ICT-enabled services.

Agreeing on key content based on demand, context and appropriate ICT channels addressing needs of resource poor men and women farmers.

Creating customers' feedback loop.

Develop an overall monitoring and learning framework with specific country monitoring and learning frameworks.

Provide technical support to strengthen implementing partners' monitoring capacities

ASSUMPTION

A Monitoring and Learning partner will work from the start of the programmes across 6 countries to develop a coherent monitoring and learning framework

Outputs

Improved access to ICT enabled extension services for at least 3 million smallholder women and men farmers in 6 NA countries with particular attention paid to women

Improved content adapted to specific needs, context and available ICT channels.

Development of high quality evidence on (cost-)effectiveness and impact of ICT-enabled services.

ASSUMPTIONS
- Sufficient demand from ICT enabled agricultural service providers in the market.
- The ICT-enabled services work and there are no problems with connectivity for mobile phone based technologies.
- SSTP ad other agricultural support programmes work with ICT extension service providers to agree and develop content
- The ICT enabled agricultural extension service providers are committed to a strong learning agenda and have monitoring capacity.
- The SSTP programme will share its monitoring information on a regular basis.

Outcomes

New knowledge and practices adopted by at least 1 million smallholder women and men farmers with access to financially sustainable ICT-enabled extension services in 6 New Alliance countries in Africa.

ASSUMPTIONS
- The SSTP country teams and other agricultural programmes will provide access to sufficient new technologies (inputs, information and tools) for interested farmers to use to increase productivity.
- Target populations are not subject to drought, flooding, disease etc. during the course of the intervention.
- Cultural barriers are not strong enough to prevent usage of services by women and girls.
- ICT-enabled service providers need strong financial management skills to work towards financial sustainability.
- ICT-enabled service providers are able to generate sufficient revenues to cover operational costs from users and other service providers.

Impact

Improved agricultural productivity in targeted food crops by smallholder farmers

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Annex 5: COUNTRY RISK ASSESSMENTS

Country	City	Overall Security	Violent Crime	Civil Disorder	Terrorism
Ethiopia	Addis Ababa (Capital)	3	2	2	3
Ghana	Accra (Capital)	3	3	3	2
Malawi	Lilongwe (Capital)	3	3	3	2
Mozambique	Maputo (Capital)	3	3	3	2
Senegal	Dakar (Capital)	3	2	2	3
Tanzania	Dar es Salaam (Capital)	4	4	4	3

Key:
5 – Very High Risk
4 – High Risk
3 – Medium Risk
2 – Low Risk
1 – Very Low Risk