

## Terms of Reference

### Consultancy Services for Innovations Support Program (ISP) Management

#### 1) Background

- i) The Cabinet Secretariat (CS) of the Government of Mongolia plans to implement an Innovations Support Program under the SMART Government Project. The intent is to finance an innovation grants program as a mechanism to quickly identify, test, and deploy simple open data or mobile applications to support specific government objectives in priority sectors. The program will be based on competitive process to select and finance the most innovative tools that address these specific objectives. The program will contribute to the project objective to improve accessibility, transparency and efficiency of public services in Mongolia. It will also support increased participation of women and youth both in selecting successful candidates and developing innovative solutions for women and youth.
  
- ii) The Consultancy Services (“the Services”) include **Management of the Innovations Support Program by a Qualified Firm**, under overall guidance of the Cabinet Secretariat. The long-term objective of the **Innovation Support Program (ISP)** is to promote ICT innovation culture in Mongolia and in the short-term, it aims to promote development of innovative applications and solutions to be applied across Mongolia. Under the SMART Government project, USD 0.4 million has been allocated to Innovation Support Program Grants. There shall be a Call for Proposals issued to award small grants for innovative projects to develop open data or mobile applications.

The applications shall be aimed to respond needs of citizens and promote their engagement in public and government affairs.

#### 2) Objectives

The main objective of the assignment is to support the Cabinet Secretariat to implement and manage the Innovation Support Program. Specifically, the consultants will provide support for: (i) detailed design of programs to be financed within the framework and parameters of the project; (ii) identification and prioritization of grants to be funded; (iii) finalization of the Innovation Financing Manual (Grants Manual); (iv) support CS in implementing the program; (v) monitoring and evaluation; and (vi) reporting and promotion activities.

### 3) Scope of work:

#### **i) detailed design of program implementation:**

a. design the competitive qualification framework and strategy for the Innovation Support Program with the following key principles:

- clear definition of evaluation criteria;
- transparency in selection processes and awarding prizes;
- integrity in selection and evaluation process;
- gender balance in both selection and implementation process;
- payment based on successful implementation results.

b. identify and initiate up to 10 innovation projects with defined priorities and target beneficiaries resulting more than 6 applications and services developed by teams which include at least one female member

c. develop implementation plan with defined timelines, deliverables and outputs.

#### **ii) finalization of Grants Manual (Innovation Financing Manual)**

The Grants Manual shall provide the basic guiding principles and procedures for the grants; and define functional structure of the program management and procedures for funding.

The Consultant shall finalize the Manual in cooperation with the Cabinet Secretariat and Project Implementation Unit of the Smart Government Project considering the followings:

- a. organizational structure of the Innovation Support Program;
- b. selection criteria, terms and conditions and procedures for Innovation Financing;
- c. procedures for contract award and expenses management.

The Manual shall be finalized in form and contents acceptable to the World Bank and approved before making disbursements for the innovation projects.

#### **iii) Program management**

- a. manage the ISP's day to day operations in accordance with the Grants Manual. In order to create innovative culture in the country, the consultants will need to plan and conduct public outreach activities and promotion campaigns;
- b. support the client for each program activities including call for proposals, selection, detailed evaluation report, grant award recommendation, contact negotiation and grant disbursements;
- c. support PIU of Smart Government project in awarding grants as per Grants Manual with full documentation of Innovation financing expenditures.
- d. develop and implement monitoring and evaluation system (including reporting templates) for ISP implementation and performance of ISP beneficiaries.

- e. develop, design and maintain the ISP website and IT system to provide technical support, ensure its smooth operation and troubleshoot any problem faced in the operation.
- f. develop public outreach and marketing plan aimed to promote innovation culture and raise public awareness.
- g. prepare a final report that summarizes the key findings and lessons of experience from the programs. The lessons will be used to derive recommendations to improve innovation processes and refine the government ISP; and design, develop and manage ICT promotion activities such as media programs, innovation programs, events and forums.

#### 4) Qualification Requirements:

The consultants will be a consulting firm meeting the following minimum requirements.

- a. The firm has proven experience in managing innovation and entrepreneurship initiatives.
- b. The firm has been operating in relevant innovation/entrepreneurship fields, accelerating startups and fund raising for at least five years;
- c. Experienced in project implementation, management and finance in cooperation with donors, banks and financial institutions as well as science and academic institutions.
- d. Experienced in public relations, marketing and public outreach activities.

The consulting firm should have at least the following key consultants:

- **Team Leader** in charge of overall project management and coordination of ISP.
- **Grants Management Officer:** A professional manager to assist, among others in innovation challenges generation and identification, marketing and digital communication of challenges, receipt and analysis of responses, award management and post award activities.
- **Information Technology Expert:** A qualified information technology professional responsible for, among others, to develop, design and maintain the ISP website and IT system and provide technical support for its smooth operations and trouble shoot any problems that may be experienced in its operations. He/she will also assist the Expert Group on any technical tasks related to the evaluation of the challenges and responses.
- **Monitoring and Evaluation Officer:** A qualified and experienced monitoring and evaluation professional to develop and implement monitoring and evaluation system (including reporting templates) and evaluate performance of awardees in partnership with the Grants Management Officer. He/she shall provide technical inputs and advisory services to the ISP manager and other staff members.
- **Administrative and Finance Officer:** An accounting and finance professional to undertake the day to day administration and financial management of the ISP, local staffing, procurement

and vendor selection actions and prepare all periodic financial reports and submit the same to the Strategic Executive Board and other stakeholders of the ISP.

- **Marketing and Technology Promotion Expert:** A professional in marketing and mass communication expert preferably experienced in ICT technology promotion activities. He/she would be experienced in designing and launching marketing, advertising and public awareness and communication campaigns. The expert will design, develop and manage the ICT promotion related activities including design, development and launching of media promotional programs, innovation programs, events and forums.

The Consultants will be selected in accordance with the Consultant Qualifications Selection (CQS) method set out in the Consultant Guidelines.

### 5) Timeframe and payment schedules

It is anticipated that the assignment will last for 7 months. Payment schedules will be agreed the Consulting Service Contract.

### 6) Deliverables and reporting requirements

The Consultant will report to CS and work closely with the Project Implementation Unit. The Consulting team will be required to travel within Mongolia as required.

Deliverables	Formats	Frequency	Report to
Monthly Progress Reports	Both soft and hard copies	7 times	CS with copy to SG PIU
Report on Detailed Design of the Programs including external communications plan	Both soft and hart copies	Once	CS with copy to SG PIU
Finalized Grants Manual	Both soft and hard copies	Once	CS with copy to SG PIU
Sample format for Proposal submission	Both soft and hard copies	Once	CS with copy to SG PIU
Evaluation Reports and award recommendations for grants	Both soft and hard copies	Once	CS with copy to SG PIU
Draft and negotiate contracts	Both soft and hard copies	Once for each award contract	CS with copy to SG PIU

Action plan and schedule	Both soft and hard copies	Quarterly	CS with copy to SG PIU
Public outreach, marketing and communication plan	Both soft and hard copies	Once	CS with copy to SG PIU
Monitoring and Evaluation Plan and Report	Both soft and hard copies	2 times	CS with copy to SG PIU
Financial Statement with records of every event	Both soft and hard copies	Regularly by each grant awarded	CS with copy to SG PIU
PR and Marketing Report	Both soft and hard copies	Once	CS with copy to SG PIU
Final Report	Both soft and hard copies	Once	CS with copy to SG PIU

## 7) Support from CS:

The following services and facilities will be provided by CS in Ulaanbaatar, without any cost to the Consultant:

- i) Data:* CS will provide the Consultant with access to all available data and information relevant to the consulting services.
- ii) Access:* CS will arrange for access by the Consultant to key officials in the government agencies, local authorities and departments concerned with subjects related to the Assignment.