



Terms of Reference

(TORs for External Evaluators - Program Impact)

1.0. BACKGROUND AND CONTEXT

Mzuzu E-Hub is a social enterprise registered under company's incorporation Act TMBRS 1010145 based in Mzuzu, Malawi that was established in 2018 with aim of building a community of entrepreneurs creating innovative solutions for their communities to foster job creation and poverty eradication. As an entrepreneurship, technology and innovation hub, Mzuzu E-Hub provides enterprise development support solutions including business incubation and acceleration, technology skills transfer, co-working facilities, and networking events targeting young men and women (18-35).

Mzuzu E-Hub adopts various approaches that combines skills and knowledge transfer, information sharing and provision of access to tools and resources, opportunities and investment linkages, and networking platforms.

Mzuzu E-Hub seeks an external evaluator to assess our impact on employment creation, income growth, and digital technology adoption for our program participants under the Bizcubation and Media and ICT Literacy Education-MILE programs.

2.0. SCOPE OF ASSIGNMENT

2.1. Period of Appointment

The external evaluator will facilitate a comprehensive analysis of our programs focusing on cost effectiveness, including the cost per employment opportunity created and income generated over the past 2-5 years-(2019-2024).

2.2. Roles and Responsibilities

- To design and implement a framework to measure employment creation, revenue and income growth, digital technology adoption aligned with the local country context
- To conduct qualitative and quantitative assessments of program effectiveness (Bizcubation and MILE)
- Assess and evaluate the financial resources invested relative to impact
- Analyse the cost per job created and income generated over the past 2-5 years per dollar invested
- Analyse employee income and revenue return on investment, every \$1 donated and what it translates in revenue growth and extra income for entrepreneurs and their employees
- To identify potential cost savings without compromising quality
- To develop a published impact report highlighting impact results, key lessons and recommendations
- To demonstrate strong written and verbal communications skills

2.3. Assignment Duration

The evaluator assignment is expected to be completed by 15th October 2024 with all reports published and submitted to Mzuzu E-Hub. Before the completion of the assignment, all evaluation findings should have been presented to the Mzuzu E-Hub management team for comments and resolution of any issues.

3.0. OUTPUTS AND DELIVERABLES

Below are the key outputs and deliverables expected at the end of the audit assignment:

- Published impact report highlighting program effectiveness, key findings and case studies
- Framework for measuring employment creation, revenue and income growth and digital technology adoption.
- Key lessons and recommendations for Mzuzu E-Hub management team to adopt in future program design, implementation and evaluation.

4.0. QUALIFICATIONS OF THE EXTERNAL EVALUATOR

Interested individuals or firms interested in expressing their interest should submit combined technical and financial proposals comprising the following:

- Company profile
- Comments on the terms of reference shared herein
- Proposed methodology for the assignment inclusive of the proposed framework and assessment
- Select similar assignments completed in the past two years with local organisations implementing impact programs and projects
- Clear staffing roles including number of partners, management and audit staff at the proposal submission phase
- CVs of partners, management and team that would be assigned to the evaluation assignment. All CVs must meet the minimum requirements as indicated in the Request for Proposal.
- Financial proposal highlighting the justification of the evaluation fees inclusive of travel, per diems, stationery etc.
- Copy of business registration certificate and valid tax clearance certificate.

The proposal shall include the following key professional staff as minimum:

4.1. Team Leader and other experts

- a) A minimum of Masters' Degree in Social Sciences majoring in statistics, economics or any other specialization related to the assignment;
- b) At least 5 years of prior work experience in similar or related assignments in impact evaluation;
- c) Demonstrate experience and thorough knowledge on incubation and acceleration;
- d) Demonstrate relevant experience in a context similar to Mzuzu E-Hub and Malawi's operating entrepreneurial ecosystem;
- e) Demonstrated knowledge and experience in conducting capacity building needs assessment with implementable solutions;
- f) Demonstrated knowledge and experience in undertaking research especially in the area of incubation and business development;
- g) Demonstrated experiences and interpersonal and communications skills in facilitating stakeholder/working group consultations including a proven record of accomplishment of written, analytical, presentation and excellent reporting skills;
- h) Relevant regional, national, and international experience will be an added advantage.



4.2. Other Experts

A team of experts should demonstrate solid and relevant qualifications and knowledge with relevant experience in Social Enterprises preferably incubators, accelerators and technology hubs. Development in carrying out assignments in the following areas;

- Developing implementation framework
- Evidence based reporting

5.0. APPLICATION METHOD

Application prepared in English should be submitted to Mzuzu E-Hub before 15th September 2024 through the following channels:

The Chair Person
Internal Procurement Committee
Mzuzu Entrepreneur hub
Kwawala House, 1st Floor
Mzuzu.
Email: procurement@mzuzuehub.org

For inquiries, contact the following numbers: +265 996033781/
+265 884600034 or email procurement@mzuzuehub.org.

