DIGITAL PAYMENTS IN HUMANITARIAN RESPONSE  
FACILITATOR FOR PRINCIPLES CO-CREATION WORKSHOP  
SCOPE OF WORK  

BACKGROUND  
The USAID Global Development Lab has partnered with the Office for Foreign Disaster Assistance (OFDA), Food for Peace (FFP), and NetHope’s Payments Innovations Group to better understand the use of digital payments, and more broadly, digital financial services, in disaster response.  

This workshop is intended to bring together donors and implementers working in humanitarian response to discuss the appropriate use of digital payment systems. A highly interactive event, it will be relatively small gathering of 25-35 participants who commit to sharing failures, lessons learned and best practices. At the end of the event, participants will commit to a set of principles that will ensure that humanitarian response actors are better able to:  

a. **Assess** whether digital payments are appropriate for use in a given response situation;  
b. **Implement** digital payments quickly and effectively, with a preference for the use of systems and processes that promote sustainable financial inclusion and resiliency by encouraging engagement in the broader digital financial ecosystem;  
c. **Advance** regulatory/ecosystem changes that support the use of sustainable and secure digital payments and longer term digital financial services (DFS) systems before and during response situations to promote effective response and resiliency.  

Evidence shows that digital payments can be a powerful way to deliver humanitarian assistance quickly and conveniently, sometimes with important side benefits for the local economy and the recipients. However, digital payments are not yet available in all locations nor are they necessarily appropriate for all populations or contexts. In locations where they are available, the humanitarian response community has a role to play in ensuring that digital payment systems are designed and regulated in manner conducive our target populations. In addition, the community is still learning how digital payments, when used appropriately, can be planned in such a way that leads to sustainable digital financial services (the ability to store and send money through product, for purposes including but not limited to the receipt of aid funds.)  

Therefore, this event will provide space for implementers and donors to share both challenges and opportunities in order to move forward our ability to effectively leverage digital payments, and in turn digital financial services, in humanitarian response, in such a way that builds resilient financial ecosystems in disaster-prone and protracted crisis areas.
PURPOSE

To facilitate this workshop, USAID and Nethope require a workshop facilitator who is experienced in the concepts of human-centered design and co-creation, and in addition has familiarity with both digital financial services and humanitarian response. The facilitator will work closely with staff from Nethope and from the Lab to design the workshop in advance. The design should ensure concrete outputs that can lead to an action plan for pushing forward the principles after the workshop is complete.

SCOPE OF WORK

Work with USAID and Nethope staff on a short-term, part-time basis to:

1. Finalize the workshop’s program agenda and format, per the concepts outlined in Section I.
2. Draft a set of principles to present for discussion in advance of the workshop.
3. Co-facilitate and deliver 2-day workshop in Istanbul, Turkey in February 2016 (exact day TBD.)
4. Assist with coordination and setup.
5. Synthesize the key points of the workshop into a Principles document, which will inform actionable next steps on behalf of the workshop attendees and the broader response community

Deliverables/Milestones & Due Dates:

The Consultant will prepare and submit the following deliverables:
- Program Agenda input
- Session design input
- Draft Principles input
- Workshop facilitation (February 2016, Istanbul, Turkey)
- Principles for Digital Payments in Humanitarian Response document input

Proposed timetable for the work:

<table>
<thead>
<tr>
<th>Activities and Deliverables</th>
<th>Due Date</th>
<th>Estimated LOE (days) Not-to-Exceed</th>
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<tbody>
<tr>
<td>Program Agenda input</td>
<td>January 15, 2015</td>
<td>1</td>
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<td>Session design input</td>
<td>January 15, 2016</td>
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<td>Draft Principles input</td>
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<td>Workshop facilitation</td>
<td>February 2016</td>
<td>5</td>
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<tr>
<td>Principles for Digital Payments in Humanitarian Response document input</td>
<td>March 15, 2016</td>
<td>2</td>
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<td><strong>Total</strong></td>
<td></td>
<td><strong>10</strong></td>
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</tbody>
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The assignment will require the consultant’s travel to Istanbul, Turkey. The total duration of the consultancy is not expected to exceed 10 days and the assignment must be completed no later than March 31, 2016.
Qualifications:
The ideal candidate will have:

- English language fluency (required)
- Experience in facilitation, especially as it relates to use of human-centered design techniques to discover key insights and reach a practical conclusion
- Knowledge/familiarity with financial inclusion and/or the use of digital tools in developing and emerging markets
- Knowledge/familiarity with humanitarian response
- Demonstrated cultural sensitivity and ability to interact with people from different countries and organizational cultures

Duration and Location: Physical presence and participation at the event in Istanbul, Turkey is mandatory and the key aspect of this SOW. Pre- and post-event work can be conducted remotely and will require the ability to communicate easily with a Washington, D.C.-based team.

Application Submission: PaymentInnovations@nethope.org