Terms Of Reference (Tor) For Technical Support

Introduction

Sahara Consult is a dynamic management consulting firm specializing in strategic advisory services and project management across three core areas: development (impact), innovation, and technology. With a commitment to excellence and a diverse team of experts, Sahara Consulting collaborates with development partners, corporate entities, and public institutions and agencies to drive sustainable growth, foster innovation, and leverage technology for positive societal impact.

Sahara Consult is implementing the Mastercard Foundation Edtech Fellowship Programme, which aims to support 12 Edtech companies by providing technical assistance to enhance their digital platforms and products. This initiative seeks to foster growth and create a sustained impact within the education technology sector.

Sahara Consult is seeking to partner with a competent company to deliver the required technical support services.

Background

Edtech companies in Tanzania face numerous technical challenges that hinder their ability to develop and optimize digital products and platforms. These challenges include limited access to advanced technology, insufficient technical expertise, and difficulties in scaling their solutions to meet growing demand. Many companies struggle with user experience design, ensuring platform stability, and integrating new technologies such as AI and machine learning. Additionally, there are issues related to data security and compliance with educational standards, which are critical for gaining user trust and achieving widespread adoption.

The Edtech Fellowship Programme addresses these challenges by providing technical assistance to the selected Edtech companies. This support is aimed at refining their digital products and platforms to enhance their overall effectiveness and sustainability. The selected company will play a crucial role in delivering high-quality technical guidance, ensuring these Companies can overcome their technical obstacles and achieve their goals. Through this initiative, the programme seeks to foster growth and create a sustained impact within the education technology sector in Tanzania.

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Objectives

The primary objectives of this engagement are to:
- Conduct a comprehensive technical diagnosis for each Edtech Fellow.
- Facilitate technical boot camps to provide general feedback and training.
- Offer one-on-one technical engagement sessions to give tailored advice and feedback.

Scope of Work

The scope of work for the selected company includes the following key areas:

1. Conducting Technical Diagnosis
- Evaluate the current technical state of each Edtech company's digital platform.
- Identify strengths, weaknesses, opportunities, and threats (SWOT analysis) in their technology stack.
- Produce a detailed report for each company outlining findings and recommendations.

2. Facilitating Technical Bootcamps
- Design and deliver boot camp sessions covering essential technical topics relevant to the Edtech companies.
- Provide general feedback on common issues and best practices.
- Ensure boot camps are interactive and cater to the varying technical expertise levels of participants.

3. One-On-One Technical Engagement Sessions
- Schedule and conduct personalized sessions with each Edtech company.
- Provide detailed, customized feedback and technical advice.
- Help companies develop actionable plans to address their specific technical challenges.

Deliverables

The selected company is expected to deliver the following:
- A comprehensive technical diagnosis report for each of the 12 Edtech Fellows.
- Detailed training materials and feedback from the technical boot camps.
- Summaries and action plans from one-on-one technical engagement sessions.

Timeline

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The project is expected to span a period of 1 month, starting from the announcement of the 12 selected companies.

Required Expertise

The ideal company should have:
- Proven experience in providing technical support to companies, particularly in the Edtech sector.
- Expertise in digital platform development and product optimization.
- Strong facilitation skills for boot camps and workshops.
- Ability to offer tailored technical advice and create actionable plans.

Evaluation Criteria

Proposals will be evaluated based on the following criteria:
- Relevant experience and expertise.
- Quality and comprehensiveness of the proposed approach.
- Demonstrated understanding of the innovation technology sector.
- Cost-effectiveness of the proposal.

Submission Requirements

Interested companies should submit the following:
- A detailed proposal outlining their approach to delivering the services.
- Profiles of key team members who will be involved in the project.
- Examples of previous similar work.
- A cost proposal.

Contact Information

For any inquiries or to submit your proposal, please contact:
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Deadline

The deadline for submitting proposals is **June 6th, 2024**

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