Monitoring & Evaluation Consultancy – Terms of Reference

Ministry of Tourism, Commerce, Investment, Creative Industries, Culture and Heritage

Department of Commerce

Monitoring & Evaluation Consultants for the MSME Loan-Grant Facility

1. BACKGROUND

The COVID-19 pandemic has had a major impact on Saint Lucia's Micro, Small and Medium Enterprise (MSME) Sector, with existing enterprises reporting major reductions in sales revenue amidst increasing costs due to rising commodity prices and other disruptions in global value chains. This also coincides with a sharp increase in the number of citizens being displaced by the economic downturn and now establishing MSMEs as a means of substituting lost income. Now in the third year of the pandemic, the Government of Saint Lucia (GOSL) seeks to support the post COVID-19 recovery efforts of the MSME sector by providing an influx of Capital to support individual MSME development objectives.

Moreover, given Saint Lucia's status as a Small Island Developing State (SIDS) faced with continuous endogenous and exogenous shocks, the GOSL further saw the need to build resilience within the sector and to develop the capacity of MSMEs to respond to future events.

In order to achieve this dual objective of post COVID-19 recovery and longer-term resilience within the MSME sector, the GOSL through the Department of Commerce – Small Business Development Centre (SBDC) and in partnership with the Saint Lucia Development Bank (SLDB) has initiated the MSME Loan Grant Facility. The facility's objectives are as follows:

1. *Provide initial Capital influx via a Loan and Grant financing facility to approximately 500 MSMEs over two (2) years.*

2. *To deliver a comprehensive package of training and technical support tailored to the specific needs of the individual enterprise or industry.*

3. *To develop and implement a financial management framework for all beneficiary MSMEs within the first 6 months.*

4. *To increase the productive and/or sales output of beneficiary MSMEs by at least 5% by the end of the project.*

The Facility's main Implementing Agency, i.e. the Department of Commerce - through its Small Business Development Centre (SBDC) - seeks to engage one (1) Monitoring and Evaluation (M&E) Consulting firm in support of the project's implementation.

2. INTRODUCTION

The Terms of Reference (TOR) is designed to guide the provision of Monitoring and Evaluation (M&E) services for MSME Loan Grant recipients over a six (6)-month period from August 2026 to January 2027. The primary objective is to create a dynamic, responsive system that ensures effective fund utilization, business development, and long-term sustainability.

The Department of Commerce seeks to recruit a local business or firm to effectively monitor the progress of Loan Grant and Grant recipients from the facility. This initiative will enable the SBDC to focus on other key aspects of the facility while crafting strategies emanating from the findings of the M & E Consultant.

3. AUTHORIZATION

3.1 The Department of Commerce will engage via contract one (1) consulting firm. The firm will serve as M & E Consulting agency which will monitor MSME Loan Grant and Grant recipients as they use their funds for the development and expansion of their businesses.

4. MANDATE AND OBJECTIVES

- **Field Visits:** Regular visits to MSME sites to verify project implementation, assess operational capacity, and evaluate the practical use of funds.
- **Compliance Verification:** Ensure recipients adhere to the project's guidelines for the use of funds in eligible categories, including equipment, training, and other approved goods and services.
- **KPI Tracking:** Monitor tailored performance indicators such as **revenue growth, job creation, production increases, and market expansion** for each MSME.
- **Skills & Knowledge Feedback:** Identify areas for improvement in business skills like financial management and record-keeping and offer actionable feedback to support MSME development.
- **Documentation of Success Stories:** Record and report on business success stories to highlight project achievements and provide insights for stakeholders.
- **Impact Assessment:** Conduct end-term assessments to gauge the long-term success of the project on individual MSMEs, including financial sustainability and contribution to local employment.

This dedicated M&E approach is expected to enhance project effectiveness, ensuring that MSMEs utilize the funds to generate tangible economic and social benefits.

5. Scope

5.1. The scope of work for the M&E Consulting Firm shall include monitoring activities under the first, second, and third calls of the MSME Loan Grant Facility. This shall comprise:

- At least fifty percent (50%) of the seven hundred and thirty-five (735) awardees under the first and second calls;
- Eighty-five percent (85%) of the extended phase awardees, comprising sixty (60) beneficiaries, including twenty-four (24) MSMEs, twenty-five (25) Bakers, and eleven (11) Cooperatives; and
- At least seventy-five percent (75%) of the Grant Scheme awardees, estimated at approximately one hundred and fifty (150) beneficiaries.

The majority of first and second call recipients would have already received disbursements, thereby allowing sufficient time for business development and operational assessment throughout the business lifecycle.

6. QUALIFICATION AND APPOINTMENT OF THE FIRM'S CONSULTANTS

Individual:

a) A minimum of a Bachelor's degree in Business Management, Economics, Entrepreneurship and Innovation or a related field
b) Knowledge and experience working with MSMEs
c) Demonstration of the capacity to effectively conduct project management-related activities, including monitoring and evaluation.
d) Strong written and verbal communication skills.

Firm:

a) Reputable firm with a proven track record of consultation
b) Established enterprise that has partnered with the SBDC
c) A qualified team of professionals with relevant subject matter expertise
d) Proof of valid business registration.

7. ROLES AND RESPONSIBILITIES

7.1 The firm will undertake to perform these services with the highest standards of professionalism, ethical competence and integrity and it is required to perform the following functions:

a) The firm shall liaise with the coordinating officer for monitoring and evaluation at the SBDC for any updates on the loan grant recipients.

b) The firm shall jointly develop a Monitoring and Evaluation (M&E) plan within the first two weeks of the consultancy, outlining the Monitoring and Evaluation Framework and methodologies for M & E implementation under the project.
c) The firm shall corroborate its findings with photos and receipts from these recipients.
d) In the event that these recipients have already delivered their receipts to SLDB, the firm will liaise with SLDB staff to receive such documentation.
e) The firm shall prepare reports and present their findings to the Ministry via summary PowerPoint presentation and a final PDF document.
f) The firm's principal representative shall attend any meetings, whether virtually or on-site, conducted by the Department of Commerce concerning any changes or updates on the Loan Grant Facility.

8. OFFICE ACCOMMODATION

8.1 No office accommodation, printing and other administrative resources shall be provided by the Department of Commerce.

9. DURATION OF CONTRACT

9.1. The Monitoring and Evaluation period is expected to start on August 3rd, 2026 to January 29th, 2027. It is expected that the monitoring team will require at most six (6) months to gather pertinent findings and complete the final reports.

10. REMUNERATION & TERMS OF PAYMENT

10.1 The Department of Commerce shall pay to the Monitoring and Evaluation Consulting firm, fees based on the going market rates and for the duration of the project.

10.2 Payments shall be made upon satisfactory completion and acceptance of agreed deliverables, submission of original invoices, and approval by the Department of Commerce.

10.3 The Department shall not enter into an employer/employee relation.

11. EVALUATION CRITERIA AND SELECTION METHODOLOGY

11.1 The evaluation of proposals shall be conducted using a combined Technical and Financial Scoring Methodology. The Technical Proposal shall account for eighty-five percent (85%) of the overall evaluation, while the Financial Proposal shall account for fifteen percent (15%).

The Technical Evaluation shall assess the firm's demonstrated understanding of the assignment, proposed methodology, implementation strategy, and institutional capacity to effectively execute the consultancy. Particular consideration will be given to the proposed:

- Monitoring and Evaluation methodology;
- Feedback and stakeholder engagement mechanisms;
- Digital data management and beneficiary tracking systems;
- Assessment and field verification tools;
- Work plan and implementation schedule;
- Staffing and technical expertise;
- Sustainability recommendations; and
- Experience conducting similar assignments involving MSMEs, project monitoring, or public sector programmes

The Financial Evaluation shall assess the overall cost effectiveness, clarity, and reasonableness of the proposed budget in relation to the scope of work and proposed activities.

Deadline for Submission is July 22 2026