



REQUEST FOR PROPOSAL (RFP) - CONSULTANCY SERVICES TO CONDUCT EMPLOYEE SATISFACTION SURVEY

1. BACKGROUND

The Eastern and Southern African Trade and Development Bank (TDB), which recently rebranded its trading name from PTA Bank to TDB, is a specialized African multilateral financial institution serving most of the Eastern and Southern Africa. The Bank's mandate is to finance and foster trade, socio-economic development and regional economic integration across its Member States.

The mission of TDB Bank is to be at the forefront of extending development capital and services to advance regional growth and integration through customer focused and innovative financing instruments. The Bank operates in a competitive market in which skills and expertise in critical areas are in high demand within the financial services and the development finance sectors with offices located in Kenya, Ethiopia, Mauritius, Zimbabwe, and Burundi. The Bank has a staff complement of 146 employees.

2. JUSTIFICATION

TDB is committed to be a world class African financial institution advancing the economic development, integration and prosperity of the region. The Bank is embarking on a 5-year Strategic Framework (2018-2022) and building a High-Performance Team and becoming Employer of Choice is the foundation for TDB's Strategic goals achievement. In pursuit of the above, TDB intends to engage qualified consultancy firms to undertake an online web-based Employee Satisfaction Survey (ESS).

3. OBJECTIVE

Employee satisfaction is an important aspect of business operations, as satisfied employees can result in increased job performance and productivity, higher profits and a positive business environment. As an Employer of Choice, TDB seeks feedback from employees on a regular basis to identify priority areas and develop action plans to address them.

Hence, the main objective of the Employee Satisfaction Survey (ESS) survey will be to identify areas of strengths and best practice, potential opportunities for improvement; understand and rank the drivers of engagement, satisfaction and team effectiveness and measure the success of

current organizational policies and programs and establish a higher employee satisfaction levels at TDB. The selected consultant will assess the current state, develop survey questionnaire, administer the survey, generate a report, and provide guidance in interpreting the report and action planning.

4. SCOPE OF WORK

The scope of consultancy shall cover all operational and support areas. It shall include, but not limited to the following tasks:

- (i) Prepare methodology for the implementation of ESS considering the Vision, Mission, and Core values of TDB.
- (ii) Provide a training to HR team Survey Champions on survey administration;
- (iii) Prepare survey questions and validate its content with senior leadership;
- (iv) Prepare quick guide for all employees on how to do the survey and the different sections;
- (v) Provide guide for supervisors and managers to interpret the survey report and perform action planning based on departmental reports feedback;

5. DURATION AND REPORTING

The assignment is to be conducted over 6-weeks period. The Consultant shall report to the Director of Human Resources and Administration or his designate in respect to the execution of the assignment.

6. PAYMENT TERMS

All proposals must clearly indicate the anticipated costs and fees (in USD) to complete the tasks described in the project scope.

Payment shall be made against certified deliverables and invoices as follows;

- Mobilization fee (20%)
- Submission of Implementation Roadmap, trainings and completion of Survey (50%)
- Provide survey reports and action planning templates (30%)

7. SUBMISSION

Qualified consultants/firms should express their interest by submitting their proposal, which should be clearly labeled: **“PROPOSAL FOR IMPLEMENTATION OF EMPLOYEE SATISFACTION SURVEY (ESS) AT TDB”** to the address below by/before **September 30th, 2017** 17:30hrs:

Director of Human Resources and Administration
Trade and Development Bank (TDB)
197 Lenana Place, Lenana Road
P.O. Box 48596-00100
Nairobi, Kenya

All inquiries should be directed to ESS@tdbgroup.org