Request for Qualifications
MS Office (Excel, Word, PowerPoint, etc.) Training and Support for Retail Bakery company in Tanzania

TechnoServe invites you to participate in this competitive solicitation for proposals related to MS Office Training and Support for a retail bakery company based in Dar es Salaam and Mwanza. The work will be conducted closely with the ZEBU Africa Food Security Fund (AFSF) Technical Assistance Facility (TAF) team based in Johannesburg, South Africa.

Position Location: The project will be completed in Dar es Salaam and Mwanza
Anticipated start date: 27 March 2023
Estimated Duration: The timing of the project is March-September 2023 (training repeated 2-3 times, and support provided, over the period)
Budget: $3 000

I.   About TechnoServe

TechnoServe is the implementing agency for the AFSF TAF. The AFSF is a second-generation fund managed by Zebu Investment Partners (ZIP) and targets high-growth Small, Medium Enterprises (SMEs) across the food value chain in Africa. Africa's food requirements are expected to double in the next 30 years with a food import bill estimated to reach USD 50 –70 billion per annum. Food value chains remain weak and under developed, while agriculture is the main form of economic activity for most people on the continent. Private investment in the agriculture sector is critical for Africa's food security and growth. The AFSF will target deal sizes of USD 2–8 million, with the goal of investing in a minimum of 10-12 agribusiness SMEs over the next 8 years. This segment of SMEs often faces challenges related to business skills, weak accounting and management systems, poor visibility and/or limited bandwidth to take advantage of market opportunities. And yet, SMEs are able to pivot and scale quickly, when the right resources are provided.

TechnoServe works alongside ZIP to implement the AFSF TAF alongside the AFSF. This is a $1.9m grant-based facility tasked with supporting the capacity building of AFSF portfolio companies and deepening the development impact of the AFSF investments. The facility is tasked with providing TA to AFSF portfolio companies that receive investment through the AFSF, promoting new opportunities for smallholder farmers, farmer business groups, rural communities and enhancing local economic development. This will be achieved by linking private equity investments to economic opportunities for smallholder farmers (including women and youth) and micro-enterprises; promoting uptake by AFSF investee companies of inclusive business models thereby increasing beneficiary incomes and thus enhancing economic access to food. Moreover, the TAF will support AFSF investee companies with their growth objectives by providing them with expertise and support that drive best practice and innovation.

The AFSF TAF is able to support projects in and around portfolio companies under the following components:

Inclusive Business Technical Assistance
Inclusive business TA supports investee companies to plan and pilot new business models that improve commercial and broader community (or development) impact often demonstrating the business case for smallholder sourcing and supporting SMEs to integrate more farmers into their supply chains and micro-retailers into their distribution chains.

Core Business Support
The Core Business TA is intended to enable AFSF portfolio companies to attract and take full advantage of capital investments from the AFSF, realising their potential as high-growth companies, creating jobs and contributing to the agricultural and economic development of Africa.

Ecosystem Development Technical Assistance
Ecosystem Development projects will seek to strengthen market systems around AFSF portfolio companies and will be measured by quantitative indicators such as finance mobilised as well as qualitative indicators for market development such as policy change, industry influence and stakeholder learning. This component will serve as an important knowledge sharing conduit emphasizing key thematic and common areas/issues identified through the scoping, design and execution of TA.

II.   Background

The AFSF TAF is working with this portfolio company, a Retail Bakery and Quick Service Restaurant network, to implement training to enhance operating standards, and the quality of its products and service. These interventions are expected to support capacity building and improvement in productivity of the operations, service and production teams. We believe through targeted training across the group, the Company will be in the position to increase its operational and financial performance

Supported by AFSF TAF, the Company has undertaken a skills audit to ascertain its skills inventory and determine the gaps that need to be addressed. The audit identified the need for staff to development technology skills specifically MS Office skills to improve the quality of operational and financial analysis, planning and reporting to support more robust data-driven decision making. Following the audit, to close some of the technology knowledge gaps identified, and to improve the quality of operational and financial analysis and reporting - to support data driven decision making and improve efficiency, the TAF would like to implement an MS Office training to staff in the Company's 2 hubs in Dar es Salaam and Mwanza. MS Office proficiency can help the Company's employees to work more efficiently and effectively. In particular, for this Company, *MS Excel* can help bakery staff to track inventory and sales, and also be used for operational and financial analyses and or support data driven decision making to track operations through use of dashboards; while *MS Word* can be used to create and edit documents such as operational and financial reports and procedures, menus, order and logistics forms. *MS PowerPoint* can be used to create internal and external presentations or be used for training purposes. By training staff in MS Office, a large retail bakery network such as this can streamline its operations, reduce errors, improve communication both internally and with customers, and improve financial performance through data driven analysis and decisions.

III.   Duties and Responsibilities

1. **Baseline and Training Needs Assessment:**
   a. Complete a baseline skills assessment through staff surveys prior to training. This will involve assessing the skill levels and experience of the staff in each of the applications (Excel, Word, PowerPoint, OneNote, etc).
   b. Identify the training needs of the staff and curricula design recommendations
2. **Course Design and Development**
   a. Based on the training needs assessment, design and develop a customized course curriculum that covers the specific topics and features that the learners need to master in MS Excel, Word, PowerPoint and OneNote.
   b. In additional, to ensure that the staff have a chance to practice what they learn, develop hands-on practice sessions that should be included in the training program. *These practice sessions can be in the form of exercises or projects that simulate real-world scenarios and allow the staff to apply the skills and knowledge they have acquired*.
3. **Training Delivery and Hands-on Practice:** Based on the refined curriculum and hands on practice sessions deliver instructor-led classroom and online training to the staff c.50-60 staff members.
4. **Assessment and Evaluation:**
   a. Assess the learners' understanding of the material and evaluate the effectiveness of the training program using quizzes, tests, or project evaluations.
   b. Compare proficiency against baseline assessment for each staff member.
   c. Provide certifications of completion for those that pass each of the tests. *Copies of these assessment documentation and certifications will need to be provided to HR.*
5. **Follow-up Support:**
   a. Provide additional resources that can be used in future or as reference by the participants, these could include access to online resources, the printed curricula, etc.
   b. Provide a follow-up training session, and individual one-on-one coaching to reinforce learning and address any lingering questions or issues for each of the participating staff.
6. **Project monitoring:**
   a. Develop a training program dashboard with information and useful statistics e.g. staff details, gender split, etc.
   b. Submit weekly training program updates, and a project closing report.

All the above activities form the major and critical parts of the scope. Candidate selection and performance will be judged on capability to implement and successful achievement of these.

IV.   Deliverables

Activity	Deliverable	Anticipated due date
Conduct staff skills baseline assessment, and develop and provide recommendations regarding	Baseline Skills Assessment report based on staff surveys	14 April 2023

training curricula for each application for the staff		
Design and development of curriculum	Training curriculum for each application (MSExcel, Word, PowerPoint and OneNote) and post-training resources + Approval of curricula	30 April 2023
Facilitation of training	Training Registers (signed by participants)	From 30 April 2023
Assessment and evaluation	Post training surveys + Certifications of completion	From 30 April 2023
Project management of TA project	Training program dashboard + Submission and approval of weekly project progress reports	From 30 March – 30 September 2023
Project completion and assessment of results and learnings	Comprehensive Project Completion Report, including thorough assessment of post-training results and learnings	30 September 2023

V.   Expected Impact:

Business impact: In addition to the current revenue generating initiatives, skills enhancement for the retail bakery's network will have a positive impact on profitability going forward with improved productivity, operational efficiency, and business analyses to support decision making.

The KPIs of the working this training project will be the following:

1. *MSOffice training Curricula for each application*
2. *Post-training support and materials provided to each participant*
3. *Signed training registers for all participants, 100% attendance*
4. *Training program dashboard*

VI.   Skills Required

- Experienced Advanced MSOffice Training and Support Company/ Consultant (specifically on the MS Excel, Word, PowerPoint and OneNote applications)
- Track record of successfully supporting companies with advanced MS Office training required
- At least 5-7 years of relevant experience required.
- Advanced degree/qualification/certification or other relevant to support qualification to deliver on training preferred.
- Experience working with private companies required.
- Strong stakeholder engagement and communication skills required.
- Demonstrated leadership skills, teamwork and relationship building.
- Excellent written and verbal communication and interpersonal skills.
- Expert computer skills, and technology skills particularly in MS Office applications is critical
- Ability to work independently, flexibly, and responsively.
- Ability to adapt to changing working conditions.
- Ability to prioritise and meet deadlines.

VII. Instructions

Interested candidates should submit their CV, with cover letter; budget and a workplan which captures their indicative approach to implementing the required assignment. Travel to Dar es Salaam, Mbeya and or Mwanza, Tanzania is expected.

TechnoServe reserves the right to award the contract to the submission that is deemed to be in the best interest of TechnoServe and the Donors. The winning submissions will be notified in writing. Those who were not selected may or may not be notified, at the sole discretion of TechnoServe.

Submission deadline: 17 March 2023

Questions regarding this request may be addressed to Wadzanai Nyambayo (wnyambayo@tns.org) and must be received no later than 12 March 2023.

TERMS AND CONDITIONS

1. The Request for Qualifications is not and shall not be considered an offer by TechnoServe.

2. All responses must be received on or before the date and time indicated on the RFQ. All late responses will be rejected.

3. All unresponsive responses will be rejected.

4. All awards will be subject to TNS contractual terms and conditions and contingent on the availability of donor funding.

5. TNS reserves the right to accept or reject any submission or cancel the solicitation process at any time, and shall have no liability to the proposing party submitting for such rejection or cancellation of the request for qualifications.

6. TNS reserves the right to accept all or part of the submission when award is provided.

7. All information provided by TNS in this RFQ is offered in good faith. Individual items are subject to change at any time, and all bidders will be provided with notification of any changes. TNS is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.

8. TNS reserves the right to require any bidder to enter into a non-disclosure agreement.

9. The bidders are solely obligated to pay for any costs, of any kind whatsoever, which may be incurred by bidder or any third parties, in connection with the Response. All responses and supporting documentation shall become the property of TNS, subject to claims of confidentiality in respect of the response and supporting documentation, which have been clearly marked confidential by the bidder.