

Selection of Consultants

Technical Assistance Mission

Development of Loan Officers
Training Materials
and Training of Trainers for Branch
Managers and Supervisors
for TUJIJENGE

Tanzania

December 2015

With the Support of



No. TUJIJ/07/2015/TAN/AF

Letter of Invitation

Kigali, December 4, 2015

Dear Sir or Madam:

1. The Grameen Credit Agricole Foundation (hereinafter called 'the client') has received funding (hereinafter called "the funds") from the French Development Agency (hereinafter called "the Agency") toward the financing partly the cost of Technical Assistance mission in the framework of the African Facility and intends to apply a portion of the funds to eligible payments under the contract for which this Request for Proposals is issued.
2. The Foundation now invites proposals to provide the following consulting services: Development of Loan Officers Training Materials and Training of Trainers for Branch Managers and Supervisors for TUJIJENGE. More details on the services are provided in the Terms of Reference.
3. This Request for Proposal (RFP) has been addressed to the following short-listed Consultants: CONFIDENTIAL
4. A firm will be selected under selection based on consideration of quality and cost (SBQC) and procedures described in this RFP.
5. The RFP includes the following documents:
 - Section 1 - Letter of Invitation
 - Section 2 - Instructions to Consultants (including Data Sheet)
 - Section 3 - Technical Proposal - Model Forms
 - Section 4 - Financial Proposal - Model Forms
 - Section 5 - Terms of Reference
6. Please inform us upon receipt:
 - (a) that you received the Letter of Invitation; and
 - (b) whether you will submit a proposal alone or in association.

Yours sincerely,

Kathrin Gerner, Senior Expert for Eastern and Southern Africa

Instructions to Consultants

DATA SHEET

Paragraph Reference	
1.1	<p>Name of the Client: <u>Grameen Credit Agricole Microfinance Foundation represented by Kathrin Gerner, Senior Expert for Eastern and Southern Africa</u></p> <p>Method of selection: <u>selection based on consideration of quality and cost (SBQC)</u></p>
1.2	<p>Designation, objectives and brief description of the assignment are as follows: <u>Development of Loan Officers Training Materials and Training of Trainers for Branch Managers and Supervisors</u></p>
1.3	<p>The Client will provide the following inputs and facilities: <u>Policy and procedure manuals and other relevant documents as requested</u></p>
2.1	<p>Clarifications may be requested not later than <u>2</u> days before the submission date.</p> <p>The contacts for requesting clarifications are: <u>Kathrin Gerner</u> <u>E-mail: kathrin.gerner@gmail.com</u></p>
3.1	<p>Proposals shall be submitted in the following language: <u>English</u></p>
3.3 (i)	<p>The estimated number of professional staff-months required for the assignment is: <u>5 training days preceded by a number of days to develop loan officer training materials (to be determined by the consultant)</u></p>
3.3 (ii)	<p>The minimum required experience of proposed professional staff is: <u>10 years experience in policy and procedure development and training for microfinance institutions</u></p>
3.3 (iii)	<p>Reports that are part of the assignment must be written in the following language(s): <u>English</u></p>
3.4 (vii)	<p>Training is a major component of this assignment: <u>Yes</u></p>

4.5	The Proposal submission address is: <u>kathrin.gerner@gmail.com</u> and <u>ami.faciliteafricaine@credit-agricole-sa.fr</u> Proposals must be submitted no later than the following date and time: <u>December 18, 2015, 5:00pm EAT</u>
7.2	Expected date and location for commencement of consulting services: <u>January 11, 2015, at TUJJENGE's head office in Dar Es Salaam, Tanzania</u>

Terms of Reference

A. BACKGROUND AND RATIONALE

Tujijenge Tanzania Limited was founded by six microfinance professionals (mostly former FINCA employees) in April 2006 and incorporated as a company limited by shares with the aim to economically empower micro-entrepreneurs while ensuring improvement of their livelihoods.

Tujijenge started operations in Dar es Salaam in 2006 and expanded into the Lake region in 2011. Currently, Tujijenge has three branches in Dar es Salaam (Makumbusho – head office, Tazara and Mbagala) and two in the Lake region (Mwanza and Musoma).

As of September 2015, the institution served 7,638 active borrowers with a gross loan portfolio of EUR 2.5M. 21% of Tujijenge's clients live in rural areas and 75% are women.

Tujijenge's major challenge is high loan officer turnover. High staff turnover impacts staff performance leading to low loan officer productivity given the average learning curve of six months for loan officers.

Given high loan officer turnover, Tujijenge needs to build in-house capacities. To that effect, Tujijenge has introduced a position of Learning & Development Officer who will be a custodian of all in-house capacity trainings.

B. OVERALL OBJECTIVE

The overall objectives are:

- To develop standardized training materials for the training of new loan officers.
- To conduct training of trainers for branch managers and supervisors, in order to decentralize trainings especially for upcountry branches where Tujijenge has challenges in conducting trainings.

C. DELIVERABLES

- Loan officers training materials
- Training of Trainers for Branch Managers and Supervisors
 - Training report
 - Signed attendance sheet
 - Participant training evaluation

- Training presentation

D. LOCATION

The mission will take place in Dar es Salaam

E. TIMEFRAME

The mission should be done within 2 months.

F. METHODOLOGY

The consultant(s) will be required to work hand in hand with the internal staff i.e. the Learning & Development Officer to develop the learning materials.