



TERMS OF REFERENCE FOR CONSULTANCY FOR CUSTOMER CARE AND CUSTOMER CENTERED SERVICE TRAINING (IDI/HR/CST/2023)

OVERVIEW

IDI was established in 2002 in Kampala, Uganda by the Academic Alliance for AIDS Care and Prevention in Africa, a group of infectious diseases experts from Uganda and North America, with initial support from Pfizer Inc. and other partners. This public-private partnership aimed to provide excellent care for People Living with HIV (PLHIV) in Uganda, to train healthcare workers to serve the tens of millions of PLHIV in Africa, to maintain the strategic emphasis on prevention, and to conduct research relevant to improving the outcome of the epidemic.

In 2004, ownership of the Institute was transferred to Makerere University, and when the College of Health Sciences came into being at Makerere University in 2009, IDI became an integral part of the School of Medicine within the College while retaining its status as a not-for-profit organization established within the University.

IDI has developed strong and enduring links with the Ministry of Health (MoH) through its long-term support of MoH facilities in the districts, Regional Referral Hospitals, and MoH headquarters functions; through its contribution to organizational performance. The Vision and Mission are highlighted below:

Vision: A healthy Africa, free from the burden of infectious diseases

Mission: To strengthen health systems in Africa, with a strong emphasis on infectious diseases, through research and capacity development.

PURPOSE OF THE TORs

The primary objective of the consultancy is to train key IDI staff on customer centered service approach. Care for customer/client quality requirements and service delivery in a timely manner.

DUTIES AND RESPONSIBILITIES OF THE CONSULTANT

- The chosen consultant will liaise with the Learning and Development Specialist and HR Assistant –Talent Management & Development and the HR Operations Manager -throughout the period of the consultancy.
- The consultant will be required to meet the expected deliverables listed below during the period of the consultancy.
- The consultant will conduct the trainings at the Institute during the official working hours upon having signed the institute’s safeguarding policy.

EXPECTED DELIVERABLES

The consultant will be expected to:

- Submit a detailed work plan for the consultancy period
- Develop and submit a detailed training manual and materials ensuring that they are in line with the specific objectives above.
- To face to face training in the areas mentioned above with practical exercises.
- Conduct pre and post training evaluations and provide a training report.
- Provide training completion certificates to the participants.

IDI DUTIES AND RESPONSIBILITIES

- Provide a training room and materials i.e. books, pens, projector, flip chart for the training to be conducted.
- Oversee the overall development of the training materials and provide feedback on drafts submitted by the Consultant.
- Effect payments on accomplishment of the task as per the signed contract once the deliverables met

TIMEFRAME

This consultancy is expected to be completed within two months. The consultant will be expected to start working immediately, in September 2023. It is expected that 100% of the deliverables will be submitted before the end of 2023.

SKILLS & EXPERIENCE

Education:

- Has knowledge, skills and proven experience in training people (in a field of services) in customer centered service.

Required Experience and Skills

- Over 3 years' experience in training human resources with focus on customer centered service.
- Staff motivation and productivity aimed at customer satisfaction.
- Staff development and mentorship.
- Goal setting and evaluations.
- Have conducted similar training for prosperous businesses and or not for profit organizations.
- Have worked with Non-Profit Organizations

PREPARATION OF PROPOSALS:

You are requested to prepare your proposal by completing and returning:

- The Proposal submission sheet;
- Documents evidence indicating your eligibility as a firm/ partnership
 - ✓ MOU & Articles of Association
 - ✓ Trading License
 - ✓ Certificate of Incorporation
 - ✓ Applicable certificates of membership or affiliation to professional and regulatory bodies or authorities
 - ✓ Tax registration and compliance documents,

- Evidence of technical competency and ability to provide the required services
- Any other relevant information that you may deem important for submission to IDI

SUBMISSION OF PROPOSAL

The proposal should include:

- Consultant CV including past achievements
- Introduction letter including a brief overview of the assignment as understood by the bidder
- Detailed itemized work plan – including timeframes for submission of drafts
- Detailed itemized budget and price justification
- Annexes: Any documents, such as work samples, or other information, which the consultant feels will assist proposal review team in evaluating the proposal

SEALING AND MARKING OF PROPOSALS:

Proposals should be sealed in **TWO** separate envelopes, clearly marked with the subject of procurement and a sub-heading on each envelope indicating “Technical Proposal” and another “Financial Proposal”. Envelopes should be sealed in such a manner that opening and resealing cannot be achieved.

PROPOSAL EVALUATION AND AWARD CRITERIA

Opening of Proposals;

The bids will be opened and evaluated by the IDI select committee and bidders shall be informed of the results within one month after the deadline of submission of bids. If no feedback is received within this period, please do not hesitate to contact us.

Evaluation Criteria:

The evaluation of Proposals shall follow the criteria listed below and firm’s characteristic;

1. Preliminary evaluation to determine eligibility (as described above) and administrative compliance of this Invitation to Bid.
2. Evidence of experience in this field (number of years in service and clients served)
3. Organizational governance and management structure, staff members and staff to be assigned to this project with their qualification and experience.
4. Statement of firm’s independence in executing its mandate without influence from internal and external parties, political, social, commercial etc.
5. Proposed budget, applicable taxes and any reimbursable costs to carry out the exercise.
6. Applicable commercial terms to the proposal submitted.

Proposals that do not meet the eligibility criteria (1) above shall be eliminated and shall not be considered for subsequent stages of the evaluation.

BEST EVALUATED BID:

Proposals will be evaluated by a select committee and where there is no outright best evaluated firm, the top qualifying firm(s) may be requested to make a presentation to the committee.

There is no express or implied obligation for IDI to reimburse responding firms for any

expenses incurred in preparing proposals or presentations in response to this request for proposal or through the entire bidding process.

The best evaluated firm shall be one which is eligible and substantially responsive to the evaluation criteria stated above and shall be recommended for award of contract.

AWARD OF CONTRACT:

Award of contract shall be communicated in writing from the Institute to the winning firm. A formal contract shall thereafter be signed between the institute and the successful firm.

RIGHT TO REJECT:

The Institute reserves the right to accept or reject any Proposal or to cancel the bidding process and reject all Proposals at any time prior to contract award.

DEADLINE AND PLACE OF SUBMISSION OF BIDS:

Sealed bids shall be submitted to IDI Knowledge Centre Building Makerere University at the reception, please sign a bid submission sheet provided at the reception.

The deadline for submission of responses to this RFP shall be **4pm on Wednesday 13th September 2023.**

Late bids shall not be accepted.

Your bid(s) should be addressed to the undersigned at the address below;

Shadia Namaganda

Procurement Manager

Infectious Diseases Institute — Knowledge Centre Building, Makerere University Main Campus P.O. Box 22418 | Kampala | Uganda

Mobile: +256- (0)782240608.

Email: snamaganda@idi.co.ug

Canvassing or lobbying in relation to this RFP shall lead to automatic disqualification

PART 6: BID SUBMISSION SHEET

(Complete this form with all the requested details and submit it as the first page for your Proposal, with the documents requested above as attachments. Ensure that your Proposal is authorized in the signature block. A signature and authorization on this form will confirm that the terms and conditions of this RFP prevail over any attachment. If your Proposal is not authorized, it may be rejected).

Proposal addressed to:	
Date of Proposal:	
Subject of procurement:	

1. We offer to provide the said service in accordance with the terms and conditions stated in your Request for Proposal referenced above.
2. We confirm that we are eligible and meet the eligibility criteria specified in part 3:
3. We undertake to abide by the code of ethical conduct for bidders and providers during the procurement process and execution of any resulting contract;
4. The validity period of our Proposal is _____ months from the time and date of the submission deadline.
5. We confirm that the fees quoted in the activity schedule are fixed and shall not be varied during the period of execution of services.
6. We confirm that our firm is not under any form of conflict of interest in responding to this Request for Proposal. We pledge to disclose any form of Conflict of Interest, real or perceived should a situation arise presenting this state.

Authorized for and on behalf of:

Company:

Name and position

Address:

Date: