1. Background information

About AFIDEP
The African Institute for Development Policy (AFIDEP) is a regional non-profit research and policy Institute established in 2010 to help bridge the gaps between research, policy and practice in development efforts in Africa. The Institute seeks to entrench a culture of evidence-informed policymaking in public policymaking by supporting governments to address institutional and systemic barriers to evidence use, growing the community of practice in evidence-informed decision-making, translating practical evidence, and providing technical assistance to promote the uptake of the evidence in decision-making processes. The Institute’s priority thematic areas are 1) Population Dynamics and the Demographic Dividend, 2) Health and well-being, 3) Environment and climate change, 4) Governance and accountability, 5) Transformative education and skills development, and 6) Gender Equality.

2. Objectives
The primary objectives of the Staff Satisfaction and Engagement Survey are:
- To assess the overall job satisfaction and engagement levels of Staff
- To gather feedback and insights from staff members to inform future Human Capital and Organisational Development initiatives
- To identify specific areas where improvements can be made to enhance employee satisfaction and engagement.
- To establish a baseline for measuring changes in employee satisfaction and engagement over time.

3. Scope
The survey will cover various aspects of the employee experiences including but not limited to:
- Leadership and management.
- Communication and information sharing.
- Career development and training opportunities.
- Performance Management
- Work-life balance.
- Compensation and benefits.
- Team dynamics and collaboration.
- Employee recognition and involvement.
- Diversity, Equality and Inclusivity
- Overall job satisfaction and sense of belonging.
- Workplace Culture
- Work environment and facilities.

4. **Approach and Methodology**

The survey will be conducted using a combination of online questionnaires and, if necessary, in-person interviews. The methodology will include the following steps:

i. **Development of survey questions**: A comprehensive set of questions will be developed to capture the relevant aspects of employee satisfaction and engagement.

ii. **Survey distribution**: The survey will be distributed electronically to all staff members, and arrangements will be made for those who prefer a paper-based format.

iii. **Data collection**: Responses will be collected and stored securely, ensuring confidentiality and anonymity.

iv. **Data analysis**: Quantitative and qualitative data analysis will be conducted to derive meaningful insights.

v. **Reporting**: A detailed report summarizing the findings, including recommendations for action, will be prepared.

5. **Timeline**

The entire survey exercise will be conducted over a period of 4 -5 weeks from 1st July 2024 to 2nd August 2024 and is inclusive but not limited to the following activities.

- Survey development and pre-testing
- Survey implementation and distribution
- Data collection
- Data analysis
- Report preparation
- Submission of Preliminary report
- Submission of Final report and presentation to Management

6. **Deliverables**

1. Survey Tools and Implementation plan
2. Preliminary Data Analysis report
3. Final Staff Survey Report based on feedback from stakeholders, incorporating any revisions or additional insights. The report should include an action plan to Management, outlining specific steps, responsible parties, and timelines for implementing changes to improve overall staff satisfaction and engagement

7. **Required Qualifications**

To be eligible for participation in this exercise, organizations must ensure that the Lead Consultant meets the following qualifications:

- Masters degree in Social Sciences or related fields with good understanding of
international development programmes, strategy development, team-building and organizational development

- The Consultant should have a proven track record of at least 5 years designing and implementing employee satisfaction and engagement surveys
- Demonstrated expertise in survey design, including developing appropriate survey instruments, sampling methods, and data collection techniques.
- A strong understanding of organizational behaviour, Human Resource management principles, and factors influencing employee satisfaction and engagement.
- Excellent written and verbal communication skills to effectively communicate survey findings and recommendations to stakeholders at all levels of the organization.
- Excellent Project Management skills and the ability to manage all aspects of the Staff Satisfaction Survey project, including planning, coordination, and timely delivery of key deliverables within budget and scope.
- At least 7 years international experience leading, designing and conducting Leadership and/or Management development programs, capacity assessments and team building.
- Extensive and proven international experience in providing managerial advisory on programmes related to health, population, education, environment, governance and accountability.
- Experience in advising INGOs in aspects of leadership such as succession planning, organizational development, performance management and change management.

8. The proposal must include the following:
   i. Describe your capability to provide the expected service, giving specific examples of similar assignments that you have undertaken previously.
   ii. Describe your technical approach, workplan/programme, and proposed deliverables.
   iii. Provide a resume, stating your qualifications, and provide at least five clients to whom you have provided similar or related service to (including their contact details).
   iv. Detailed line-item budget for implementation of this consultancy.

9. Evaluation criteria

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<tr>
<th>#</th>
<th>Criteria</th>
<th>Max Points</th>
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<tbody>
<tr>
<td>i.</td>
<td>Relevant past experience of advising NGOs on organizational effectiveness and performance management</td>
<td>20</td>
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<td>ii.</td>
<td>Understanding of AFIDEP and similar organisations</td>
<td>10</td>
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<td>iii.</td>
<td>Qualifications and experience of proposed team members/facilitators</td>
<td>10</td>
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<td>iv.</td>
<td>Technical approach and workplan/Methodology</td>
<td>30</td>
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<td>v.</td>
<td>References: (Trustworthiness, timeliness, inter-personal skills, ability to deliver)</td>
<td>10</td>
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</tbody>
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10. Electronic submission to be addressed to:

**Procurement Committee**

African Institute for Development Policy (AFIDEP)
Wing A, 6th Floor Westcom Point Building Royal Offices
Mahiga Mairu Avenue – Off Waiyaki way, Westlands
P.O. Box 14688 00800, Nairobi – Kenya

OR

**Procurement Committee**
3rd floor, Public Service Pension Fund Building,
Presidential Way, City Centre
P.O. Box 31024, Lilongwe 3, MALAWI I Phone: +265 995 495 143

Email: [procurement@afidep.org](mailto:procurement@afidep.org)

Email heading should be: STAFF SATISFACTION SURVEY

Deadline: 21 June 2024