

REQUEST FOR EXPRESSIONS OF INTEREST

(CONSULTING SERVICES - FIRM SELECTION)

DEVELOPMENT FINANCE PROJECT



ASSIGNMENT TITLE: FEEDBACK AND IMPROVEMENT SURVEY ON PARTICIPATING FINANCIAL INSTITUTIONS

REFERENCE NUMBER: NG-DBN-289302-CS-CQS

The Development Bank of Nigeria (DBN) Plc has received a loan from the International Bank for Reconstruction and Development (IBRD) and intends to apply part of the proceeds of this loan towards implementing its 2022 Feedback and Improvement Survey on Participating Financial Institutions (PFIs).

The objective of these services is to conduct a customer satisfaction survey to appraise PFIs' perception regarding the quality of service delivered by the Bank. Customer satisfaction is the measurement that determines how products or services provided by an organization meet customer's expectations and this metric becomes as a key driver for improving relationships with the Bank's customers (Participating Financial Institutions).

The research methodology for these services is expected to achieve three (3) research objectives:

- Customer Satisfaction: Gauge customer's expectation and perception of DBN's quality of service in terms of ease of onboarding, ease of transaction, usefulness of products, staff attitude, speed, responsiveness and complaint resolution, and make recommendations to improve quality of service.
- Employee Perception: Gauge employee's perception of the quality of service delivered, establish challenges hindering excellent service delivery, establish gaps in services delivered and customer expectations.
- Closing the Loop: Uncover unresolved complaints during data collection from the PFIs, giving DBN an opportunity to address these and curb the trickle effect to end borrowers (MSMEs).

The survey will cover PFIs across the geopolitical zones of Nigeria, with an active relationship with the DBN. Expected output from the assignment will include:

- A detailed questionnaire for both the quantitative survey and the qualitative interviews to be provided to DBN for evaluation and approval.
- A comprehensive report detailing findings from the PFIs. This should include:
 - An overall satisfaction ranking of DBN by PFIs.
 - The Net Promoter Score (NPS) of DBN evaluated against other Development Finance Institutions.
 - An evaluation of the efficiency of DBN's processes.
 - Satisfaction regarding DBN's products and services.
 - An analysis of the variance between DBN employee's perception of the PFIs' needs against the actual needs of the PFIs, as it relates to product and services offered by DBN.
 - Documented feedback from the PFIs (verbatim).

Estimated duration of the services is thirty (30) working days from the contract start date.

Further details on the services are provided in the Terms of Reference which can be found on DBN's website at the following link bit.ly/DBNCSTOR1

The DBN invites eligible consulting firms ("Consultants") to indicate their interest in providing these services. Interested consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform these Services.

The minimum shortlisting criteria are:

1. Documented evidence of at least five (5) years of demonstrated expertise in customer and sector research including but not limited to Nigerian financial institutions.
2. Documented evidence of at least five (5) years of experience consulting for institutions focused on MSME lending.
3. Documented evidence of qualitative and quantitative data gathering executed in the last five (5) years. Minimum of three (3) evidence required.
4. Documented experience on similar projects financed by international development institutions such as the World Bank Group, European Bank for Reconstruction and Development, and/or others as relevant.

In response to criteria one to three (1-3) above, interested Consultants are expected to provide copies of award letters, or letters of recommendation, or equivalent documentation providing evidence of experience. For criteria four (4) above, interested Consultants are expected to provide a list of similar projects executed including names of clients, project scope, implementation dates, project duration, objectives, deliverables/output and budget.

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's Guidelines: Selection and Employment of Consultants under IBRD and IDA Credits & Grants by World Bank Borrowers, January 2011, revised in July 2014 ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest. A consultant will be selected in accordance with the **Consultant's Qualification Selection (CQS)** procurement method set out in the Guidelines.

In line with the above-mentioned Guidelines, interested Consultants may associate with other firms e.g., Joint Ventures/ Consortiums or Sub-Consultancies, to enhance their qualifications.

Expressions of Interest from firms in association should include the following:

- i. A cover letter stating the type of association or partnership, signed by member firms.
- ii. A draft agreement or Letter of Intent to form an association.

For Joint Ventures, each member firm shall be evaluated independently and should be reasonably qualified to undertake the assignment solely. Expression of Interests must clearly demonstrate the qualification of each member against the minimum criteria.

Expressions of Interest must be submitted electronically to the following email address: piu@devbankng.com

cc: ndinwoke@devbankng.com
audit@devbankng.com

All Expressions of Interest must be a maximum of fifteen (15) pages.

Submission Deadline: 27th June, 2022.