



📍 14th Senchi Street , Airport Residential Area
Accra - Ghana
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Request for Quotation

ESO Consultant to carry out needs assessment, quality improvement plan with action for ESOs.

Invitation letter

Dear Sir / Madam,

Impact Investing Ghana (hereinafter referred to as IIGh) is pleased to invite prospective bidders to submit a quotation as a ESO Consultant to carry out needs assessment, quality improvement plan with action for the ESOs as detailed in Annex 1 of this Request for Quotation (RFQ).

Quotations may be submitted on or before Monday, 31st July, 2023 by midnight via email to this address info@impactinvestinggh.org and copy mohammed.zakaria@impactinvestinggh.org.

If you are interested in submitting a quotation in response to this RFQ, please prepare your quotation in accordance with the requirements of services as stated in this RFQ and submit it via this email by the deadline for quotation submission.

The Consultant is required to submit the following;

- Quotation – the proposed bill for each phase of the project should be clearly stated
- Work Plan – a work plan showing how the deliverables will be delivered with the timeframe required.
- Submit CV and details of similar work done such as case studies, reference materials, etc,

We look forward to receiving your quotation.

Approved by:

Mohammed Suhuyini Zakaria

Program Officer, Enterprise Support and Transaction Advisory



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1.0 About Impact Investing Ghana

Impact Investing Ghana (IIGh) is the Ghana National Advisory Board for Impact Investing. We are an independent private-sector-led initiative promoting sustainable development and advancing the development of the impact investment ecosystem in Ghana. Established as a nonprofit, IIGh is Ghana's representative to the Global Steering Group (GSG) for Impact Investing, the successor to the Social Impact Investment Taskforce established by the G8. The GSG's National Advisory Boards (NABs) currently cover 33 countries and provide a global platform to drive investment and increase visibility for its members globally. IIGh aims at tackling Ghana's pressing social and environmental challenges by driving more capital to deliver real impact. We are a local platform representing all the stakeholder groups needed to redirect significant capital flows toward social and environmental impact. Private-sector-led, yet in close partnership with the national government, we raise awareness, create market intelligence, change policies, and mobilize additional financial resources for the public good. IIGh brings together leaders from the worlds of finance, business, government, social organizations, and philanthropy. IIGh has an ambitious plan to support the growth of impact ventures and to catalyze \$1 billion in impact funds for investment in impact ventures in Ghana and the West African sub-region.

Terms of Reference (Annex 1)

2.0 Background: Piloting the SCALE Quality Improvement Project for ESOs in Ghana

The need for this project arises from the challenges faced by SMEs in Ghana, as outlined in the Catalytic Capital Investment report. SMEs play a crucial role in Ghana's economy, contributing significantly to employment and GDP. However, they face numerous challenges, including limited access to finance, lack of business development services, and inadequate capacity to scale their operations. In response to these challenges, ESOs in Ghana have been working to provide support to SMEs. However, the effectiveness of these ESOs has been limited due to a lack of quality improvement tools that can enhance their service delivery.

In 2022, ESOs in Ghana participated in the Ghana ESO forum where they assessed several tools and agreed on the SCALE Quality Improvement tool as the most effective for the Ghanaian ecosystem. This tool, developed by Argidius Foundation to identify what works best in Business Development Services (BDS) to enable Small and Growing Businesses (SGBs) to grow and create employment, focuses on five key considerations: Select the right enterprise, Charging for services, Addressing problems through problem-solving, Learning by evaluating enterprise performance, and Leading by example. Read more [here](#).

2.1 Relevance of Piloting the SCALE Quality Improvement Project for ESOs in Ghana

Piloting the SCALE Quality Improvement Project in Ghana is relevant for several reasons. Firstly, it aligns with the needs identified in the Catalytic Capital Investment report 2022, which highlights the need for improved business development services for SMEs in Ghana.

Secondly, the SCALE tool has been proven to be effective in improving the performance of BDS programs, as outlined in the "[Fulfilling the Potential of BDS](#)" 2021 report. It offers guidance on how to implement practices that improve the effectiveness of BDS programs, thereby boosting revenue and job creation for SGBs.

Thirdly, integrating the SCALE tool into the esoghana.org platform will make it accessible to all ESOs in Ghana, thereby enhancing their capacity to support SMEs. This will, in turn, contribute to the growth and development of SMEs, and ultimately, the economic development of Ghana.

3.0 Project Objective:

The objective of this project is to leverage the SCALE Quality Improvement tool to enhance the capacity of Enterprise Support Organizations (ESOs) in Ghana. This tool will be used to improve the quality of services provided to Small and Medium-sized Enterprises (SMEs). The selected Consultant will be responsible to carry out needs assessment, and develop a quality improvement plan with action for the enterprise support organizations piloting the SCALE quality improvement program.

4.0 Scope of work

The consultant's scope of work includes, but is not limited to, the following:

- Facilitate and work with the ESOs to conduct a diagnostic assessment of the participating ESOs based on the SCALE considerations.
- Co-create tailored recommendations for each ESO based on the diagnostic assessment.
- Support the ESOs in developing an action plan for implementing the recommendations.
- Submit progress reports co-developed with your assigned ESOs.
- Assist the ESOs in accessing grant support from IIGh and externally to implement key action items on the action plan.
- Share learnings from the project with peers & local events (social media posts and knowledge meetings) and at conferences, forums and summits.

4.1 Qualifications

Interested consultants should:

- Have a strong understanding of the Business Development Services (BDS) ecosystem in Ghana.
- Have experience in conducting organizational assessments or diagnostics within the Ghanaian context.
- Have a track record of supporting Ghanaian organizations in developing & implementing action plans and strengthening them.
- Be able to communicate effectively in English and local Ghanaian languages.
- Willing to develop ESOs and becoming an expert of SCALE and similar diagnostic frameworks and their application in the context of ESOs in Ghana.

** We encourage young professionals, PWDs and women to apply as well as ESO consultants who meet at least 70% of the eligibility criteria.

5.0 Evaluation Criteria

The proposal received will be evaluated based on the following criteria:

- Experience and expertise in delivering similar project
- Work plan and technical approach.
- Capacity and ability to deliver within the required timeframe
- Cost-effectiveness and value for money.

6.0 Timeline

The following timeline provides an overview of the key milestones for this project:

- **Proposal submission deadline:** Monday, 31st July 2023
- **Evaluation of proposals:** On a rolling basis until a suitable consultant is selected, early applications stand a higher advantage for consideration.
- **Consultant selection and notification:** Friday, 4th August 2023
- **Project initiation and kickoff meeting:** Wednesday, 9th August 2023
- **Project duration** 31st July 2023 to 21st December 2023
- **Mode of work** Hybrid [Not a fulltime consultancy]

6.0 Proposal Submission

Interested consultants are requested to submit their proposals, including the following information:

- Quotation – the proposed bill for each phase of the project should be clearly stated
- Work Plan - a work plan showing how the deliverables will be delivered with the timeframe required.
- Submit CV and details of similar work done such as case studies, reference materials, etc,

7.0 Project Duration: August to December 2023



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Please submit your proposal electronically to the following email address **on or before Monday, 31st July 2023 at 5:00 pm** to: info@impactinvestinggh.org and copy mohammed.zakaria@impactinvestinggh.org. **The subject line of the email should be "Proposal Submission – SCALE Quality Improvement Consultant"**

For any inquiries or clarifications regarding this Request for Proposal, please contact Mohammed Suhuyini Zakaria via mohammed.zakaria@impactinvestinggh.org or 0509492249.

We look forward to receiving your proposal and appreciate your interest in working with Impact Investing Ghana to improve the ESO ecosystem in Ghana.