

REQUEST FOR INFORMATION (RFI)
AND
INVITATION TO EXPRESS INTEREST (EOI)

PREQUALIFICATION OF TRAINING SERVICE PROVIDERS

Subject: Provision of Training Services for Staff Capacity Development

Organization: Church World Service (CWS)

Date: 30 April 2026

1. Introduction and Background

Church World Service (CWS) is grounded in its vision of a world where everyone has food, voice and a safe place to call home. To achieve our vision, we are guided by our mission as a faith-based organization, to transform communities around the globe through just and sustainable responses to hunger, poverty, displacement, and disaster. To alleviate suffering and advance justice, CWS implements programs focussing on three practice areas: Food, water and economic security, Legal and social protection and Emergency preparedness and recovery.

To support effective implementation of its programs, CWS periodically requires a range of **capacity development and training services** for staff in Kenya and the wider region. These services should support professional growth and career development of staff across Africa, specifically in Kenya, Uganda, Tanzania, and DRC.

Church World Service (CWS) invites qualified training service providers to express interest in delivering staff capacity development programs across its operations in Africa. The purpose of this EOI is to identify capable partners who can design and deliver training that strengthens organizational effectiveness, accountability, and operational excellence.

This Request for Information (RFI) and Invitation to Express Interest (EOI) is issued **solely for the purpose of identifying and prequalifying qualified and capable training service providers** to be included in a roster of approved suppliers. This EOI **does not constitute a solicitation, tender, or offer to contract**, nor does it commit CWS to procure services or award contracts to any respondent. CWS will not be liable for any costs incurred by any respondent in response to this EOI.

2. Purpose of the EOI

The purpose of this EOI is to:

- Identify organizations with demonstrated capacity to deliver high-quality training services.
- Establish a **prequalified panel of training providers** eligible to participate in future competitive procurement processes (RFQs/RFPs);
- Improve efficiency, quality assurance, and value for money for training engagements.

Prequalification will be valid for a defined period, 24 months, after which CWS may re-advertise or review the roster.

3. Scope of Training Services

The scope of services under this prequalification includes technical and soft skill training on but not limited to:

- Organizational development and leadership
- Financial management, analysis and compliance
- Supply chain management
- Grants and donor compliance
- Monitoring, evaluation, accountability, and learning (MEAL)
- Human resources and safeguarding
- Governance, ethics, and compliance
- Information technology and digital skills
- Programmatic thematic training relevant to CWS operations including safeguarding and ethics

Providers may express interest in one or more thematic areas. Prequalification does not require demonstrated expertise across all training areas listed.

Detailed Terms of Reference (TORs), schedules, and deliverables will be provided **only at the RFQ/RFP stage** for specific assignments.

4. Eligibility and Mandatory Requirements (Pass/Fail)

Applicants must meet all the following minimum requirements to be considered for prequalification:

1. Legal registration in Kenya or country of origin
2. Valid tax registration and tax compliance (including VAT registration)
3. Relevant accreditation or professional recognition (e.g., TVETA, CUE, professional bodies, Global Accreditation or internationally recognized equivalents)
4. Signed declaration of no conflict of interest (CWS Template)
5. Commitment to ethical conduct, anti-fraud and good business practices.
6. Commitment to safeguarding, and prevention of sexual exploitation and abuse (PSEA). Refer to Annex 5.
7. Accreditation from the relevant government agency or professional body for training

Failure to meet **any mandatory requirement** will result in **automatic disqualification**.

Additionally, the Interested providers should demonstrate capacity to:

- **Deliver Group Training Modules:** Tailored workshops, online learning, Hybrid/blended approaches, and coaching/mentoring.
- **Coverage:** Ability to deliver training across multiple CWS offices and field locations.
- **Monitoring & Evaluation:** Mechanisms to assess training effectiveness and impact.
- **Reporting:** Provision of training materials, participant feedback, and post-training reports.

5. Information to Be Submitted by Applicants

Interested organizations should submit the following information:

1. **Organizational Profile**
 - Legal name, registration details, and contact information
 - Organizational structure, ownership and years of operation
2. **Accreditation & standards**
 - Recognition by TVETA, CUE, professional bodies, or
 - Internationally accepted credentialing body including certification and reference contacts
3. **Relevant Experience**
 - Description of similar training assignments completed in the last three (3) to five (5) years
 - Experience delivering training to NGOs, humanitarian organizations, or institutional clients
 - Documented client references (at least two) and any letters or certificates of appreciation received
4. **Training Capacity and Methodology**
 - Overview of training approaches and adult learning methodologies
 - Delivery modalities (in-person, virtual, hybrid)
 - Largest group training done in the last up to three (3) years
 - Commitment to provide outputs in both PDF and editable formats.
5. **Trainer / Facilitator Capacity**
 - Profiles of proposed trainers or facilitator pool
 - Qualifications, certifications, and experience
6. **Quality Assurance and Reporting**
 - Monitoring training effectiveness
 - Adaptability to diverse staff needs and operational contexts.
 - Feedback and continuous improvement mechanisms with a final report for group training to CWS Africa.
7. **Detailed pricing and cost proposals**
 - Indicative cost per module i.e. current fee structure applied to all customers currently
 - Additional cost structures (facilitation, materials, travel, accommodation, original certificate). The quoted training cost must include training delivery and the original certificate (non-provisional), with no extra or later charges. Terms for group training including discounts, drop-out replacement, prerequisites, experience
 - Value for money compared to market standards.
8. **Responsiveness & Accountability**
 - Timeliness of submission and clarity of information provided.
 - Willingness to engage in follow-up discussions or clarifications.

- Alignment with CWS accountability and oversight requirements.

All responses are limited to the following:

- a. A EOI response & profile maximum of 10–15 pages (excluding annexes)
- b. A maximum of 5 references
- c. Trainer profiles to be 3-page CV summaries or CVs

6. Selection Criteria

Scoring Method

Interested organizations will be subject to fulfil administrative and technical requirements. Note that some of the administrative requirements are **mandatory** and failure to provide the documentation **may result in disqualification** before proceeding to **technical evaluation**.

Administrative requirements are meant to confirm an interested party is legally, ethically, and procedurally qualified to participate. They typically include proof of legal registration, valid tax compliance, relevant accreditation or authorization (where applicable) etc. Where a bidder has no standard policy, they may request CWS to share the policy and form to consent its commitment to comply with such a policy.

Administrative Requirements				
No.	Administrative Requirement	Description / Evidence Required	Provided (Yes/No)	Comments
1	Cover Letter	Signed letter expressing interest and confirming availability to deliver capacity development services as per the EOI		
2	Legal Registration	Valid certificate of incorporation/registration in country of operation		
3	Organization Profile	Company profile including mandate, years of operation, core competencies, and geographic presence		
4	Tax Compliance	Valid tax compliance certificate (or equivalent)		
5	Language Capability	Confirmation of language proficiency relevant to delivery locations (e.g., English, French, Swahili)		
6	Safeguarding & Ethics	Copy of safeguarding, code of conduct, and ethics policies or written commitment to sign CWS' related policies.		
7	Client References	At least two references from recent similar assignments in the past 3-5 years months from the NGO sector		
8	Submission Format Compliance	Submission provided in PDF or Word format		

Technical requirements in an EOI assess an interested party's **capacity and competence** to deliver the required services and are evaluated using a **scored and weighted approach**. They cover areas such as relevant experience and past performance, technical approach or methodology, qualifications and availability of key personnel or trainers, delivery capacity and resources, and quality assurance and learning effectiveness mechanisms.

Evaluation will be conducted using a standardized scoring scale. Only applicants achieving the minimum qualifying score will be prequalified. CWS reserves discretion to verify submitted information.

A score of 0–5 will be awarded for the criteria described below. A score of 0 will be for the lowest possible score (no submission) then from 1 it is weak while 5 will be the highest possible score meaning excellent. Generally, The **Scoring Scale** looks like this:

- 0 - No submission or information not provided
- 1 - Very weak – does not meet minimum expectations
- 2 - Weak – partially meets expectations

- 3 - Satisfactory – meets minimum requirements
 4 - Good – exceeds requirements
 5 - Excellent – significantly exceeds requirements

Weighted Score = Weight (%) × (Score ÷ 5)

Technical Evaluation Matrix					
S/N	Technical Criterion	Sub-Criteria	Weight (%)	Score (0-5)	Weighted Score
1	Training Methodology & Approach	• Clarity and suitability of methods (workshops, online, blended)	30		
		• Adaptability to staff needs across regions			
		• Monitoring & evaluation mechanisms to assess training impact			
2	Relevant Experience & Past Performance	• Track record with NGOs/humanitarian organizations	25		
		• Evidence of similar assignments (capacity development)			
		• Quality and relevance of references/case studies			
3	Trainer Qualifications & Delivery Capacity	• Professional qualifications and certifications	20		
		• Experience in proposed thematic areas (Leadership, SCM, Finance, HR, Performance Management, TOT, Project Management, MEAL, Data Analytics, Payroll, Safety & Security)			
		• Have regional delivery experience – ability and capacity to deliver across multiple countries			
4	Cost Effectiveness & Value for Money	• Transparency and realism of cost breakdown through training costs structure for current year	15		
		• Alignment of costs with scope of services			
		• Overall value for money			
5	Compliance, Safeguarding Standards &	• Alignment with safeguarding and ethical standards	10		
		• Organizational governance and professionalism			
TOTAL			100		
3. Technical Evaluation Outcome					
Minimum recommended technical pass mark: 70%					
Bidders meeting or exceeding the pass mark may be shortlisted for:					
Further due diligence					
Oral presentations or clarification					
Subsequent Request for Proposal (RFP)					

CWS reserves the Right to accept/reject any EOI, has no obligation to shortlist any provider and has no obligation to reimbursement for submission costs. CWS commits to confidential handling of information

7. Submission Guidelines

- Responses should be submitted in **PDF or Word format**.
- Deadline for submission: 8th May 2026.

- Submissions should be sent to the link below.
https://supplier.coupa.com/quotes/public_events?customer=cwsglobal&company_name=Church+World+Service
- Clarification requests may be directed to: Procurement@cwsafrica.org

8. Data Protection / Confidentiality Assurance

Personal and organizational data submitted will be processed in accordance with applicable data protection requirements and used solely for procurement purposes.

9. Next Steps

This EOI is for information-gathering purposes only and does not constitute a solicitation or commitment to purchase. Based on the responses received, CWS may issue a formal Request for Proposal (RFP) or tender for training services.

ANNEXES

Annex 1: Vendor Code of Conduct

Annex 2: Non-Disclosure Agreement (NDA)

Annex 3: General Terms & Conditions

Annex 4: Vendor Registration/Information Form

Annex 5: Protection from Sexual Exploitation, Abuse and Harassment Policy and vendor acknowledgement and Sign-off

Annex 1: CWS Code of Conduct

Vendors seeking to work with Church World Service & Witness shall respect the following principles:

- **Business Ethics:** Vendor is expected to maintain the highest degree of business ethics when working with Church World Service & Witness.
- **Transparency of information provision:** Vendor shall not be involved in any fraudulent activities, misrepresent information or facts for the purpose of influencing the selection and contract awarding process in its favour. No form of canvassing is allowed.
- **Fair competition:** Vendor shall not be involved in any corrupt, collusive or coercive practices.
- **Officials not to benefit:** The Vendor represents and warrants that no official of Church World Service & Witness has been, or shall be, admitted by the Vendor to any direct or indirect benefit arising from this Request for proposal, Purchase Order / Contract or the award thereof. The Vendor agrees that breach of this provision is a breach of an essential term of this Purchase Order/Contract.
- **If at any time during the registration or procurement process Church World Service & Witness determines that the vendor is in violation of the above-mentioned principles, that vendor's request for registration or bid will be rejected as ineligible. All costs in relation to the cancellation of contracts shall be borne by the vendor.**

Signed:

(Being duly authorized official to sign on behalf of the Bidder)

Name: _____

Designation: _____

Organization: _____

Date: _____

Annex 2 – Non-Disclosure Agreement (NDA)

Non-Disclosure Agreement (NDA)

Our Ref: CWS.....

Date: **Procurement Unit CWS Africa**

Church World Service & Witness

P.O. Box 14176-00800

Nairobi, Kenya.

Dear Sir,

RE: CONFIDENTIALITY & NON-DISCLOSURE UNDERTAKING.

We refer to the above matter and to the Request for Proposal (RFP) for the provision of
(Reference Number.....)

We acknowledge that during the course of provision of services, we shall have access to and be entrusted with confidential information. In this letter, Confidential Information shall mean, all information or material that has or could have commercial value or other utility in the business or prospective business of Church World Service & Witness. Confidential Information also includes all information of which unauthorized disclosure could be detrimental to the interests of the Church World Service & Witness whether or not such information is identified as Confidential Information by Church World Service & Witness.

In consideration of you making Confidential Information available to us, we hereby irrevocably and unconditionally undertake to you:

1. That we shall hold in confidence any and all Confidential Information disclosed, and further agree not to disclose Confidential Information to third parties or to otherwise use Confidential Information, except with the express written consent from yourselves or as permitted under paragraph 3 below.
2. That we shall use the Confidential Information solely for the provision of services and not for any other purpose.
3. That this undertaking shall not prohibit disclosure of Confidential Information;

3.1. To our **Staff/Partners/Directors/Agents** who need to know such Confidential Information to assist with the Implementation. To this end, we shall endeavor to ensure that such **Staff/Partners/Directors/Agents** have been specifically informed of the confidentiality of the Confidential Information and have agreed to be bound by the terms of this undertaking or have entered into an agreement of similar scope and obligations with ourselves to protect our proprietary and/or the confidential information.

3.2. To the extent that such disclosure is required to be disclosed pursuant to law, court order or any requirement by any regulatory authority. In this regard, we shall promptly give notice to yourselves and provide you with sufficient time to assert any exclusions or privileges that may be available by law.

4. That upon termination of the cooperation between the parties and/or at your request, we hereby agree and undertake to return to yourselves any written information and all materials which contain and/or constitute part of the Confidential Information, and not to keep any copy thereof.
5. That this undertaking shall not apply to Confidential Information which:
 - 5.1. Is in the public domain as of the effective date of this undertaking, or legitimately comes into the public domain through no fault of ours.
 - 5.2. Is demonstrated to have been known to us prior to the date of this undertaking and was not acquired, directly or indirectly, from yourselves or from a third party under a continuing obligation of confidentiality.
 - 5.3. Is demonstrated to have been rightfully received by us after disclosure under this undertaking from a third party who did not require the same to hold it in confidence or limit its use, and who did not acquire it, directly or indirectly, from yourselves under a continuing obligation of confidentiality.
 - 5.4. Is demonstrated to have been independently developed by our personnel who had no substantive knowledge of any information provided by yourselves.

6. That we acknowledge that the Confidential Information will not form a basis of any contract between ourselves and yourselves.
7. That we warrant that we are acting as Principal in this matter, and not as agent or broker for any person, company or firm.
8. That no failure or delay by you in exercising any right, power or privilege under this undertaking shall operate as a waiver thereof, nor shall single or partial exercise thereof or the exercise of any other right, power or privilege.
9. That by issuing this undertaking, we shall be deemed not only to have accepted and confirmed the foregoing undertaking, terms and conditions as set forth hereinabove but also to have acknowledged and confirmed that we are solely liable and responsible for full compliance with the said undertaking, terms and conditions.
10. That this Undertaking shall be governed and construed in accordance with the laws of Kenya and any dispute arising from it shall be subject to the jurisdiction of the Kenyan Courts.

Yours Faithfully,

Signed:

(Being duly authorized official to sign on behalf of the Bidder)

Name: _____

Designation: _____

Organization: _____

Date: _____

Successful bidder will be notified via the **Procurement email** (Procurement@CWSAfrica.org).

We are looking forward to receiving your proposal.

Sincerely,

Procurement Unit, CWS Africa

Church World Service & Witness

Annex 3: CWS Terms and Conditions

Church World Service & Witness Terms & Conditions

1. Church World Service & Witness does not make any advance payments for goods but can do so for services.
2. Payment of goods and services is made after delivery and confirmation on the condition of the goods and services.
3. Church World Service & Witness encourages the participation of small, minority and women owned businesses.
4. Church World Service & Witness is not responsible for the failure of the Internet, network, server, or any other hardware, or software, used by either the Bidder or Church World Service & Witness in the processing of emails.

Signed:

(Being duly authorized official to sign on behalf of the Bidder)

Name: _____

Designation: _____

Organization: _____

Date: _____

Annex 4: Vendor Registration/Information Form



Vendor Form.pdf

Annex 5: Protection from Sexual Exploitation, Abuse and Harassment Policy and Vendor Acknowledgement and Sign-Off



Protection from
Sexual Exploitation, AI



CWS Vendor PSEA
Acknowledgement.pdf