



EXPRESSION OF INTEREST : CONSULTANCY FOR DEVELOPMENT OF BANKING INDUSTRY PWD ACCESSIBILITY POLICY ROADMAP

The Kenya Bankers Association (KBA) is the financial sector's leading advocacy group and the umbrella body of the institutions licenced and regulated by the Central Bank of Kenya (CBK) with a current membership of 47 financial institutions. Following insights from the 2019 KBA Customer Satisfaction Report on the challenges Customers With Disabilities face while accessing banking services, the Association coordinated a study that culminated in the Banking Industry Persons With Disability Digital Accessibility Report and Case Study. The report and case study highlighted accessibility challenges from the perspective of this important segment of the banking public, providing recommendations on remedies. The interventions include training all banking industry staff to be sensitive to Customers With Disabilities, as well as equip branch and customer service staff with basic Kenyan Sign Language skills. In line with the banking industry's commitment to advance digital accessibility for Customers With Disability, KBA invites eligible firms to express interest for the provision of consultancy services within the scope below:

Scope of Work

- i. Review banks' accessibility roadmaps and KBA [Persons With Disability Digital Accessibility Report](#) and [Case Study](#).
- ii. Review the Kenya regulatory environment (laws policies and guidelines) as it pertains to: Persons With Disabilities, consumer protection, and financial inclusion.
- iii. Review international landscape of best practices in Customers With Disability accessibility and employees' inclusion with examples of technology-enabled market innovation (retail products).
- iv. Draft two case studies (global and Africa-based) on best practices on Persons With Disability innovation by banks.

Assignment Outputs

- i. A 15–20 page policy document.
- ii. Two four-page case studies.
- iii. A three-page summary report.

Output Timelines:

The successful applicant will be required to deliver the output items within 60 days after being contracted in line with the breakdown below:

- i. Submit first draft within 30 days
- ii. Incorporate feedback within 10 days
- iii. Submit the final copy of the policy document and finalise the summary report within 10 days.
- iv. Finalise the case studies within 10 days.

[Click Here For Sample Policy Document](#)

Submission Requirements

Interested and qualified companies should submit the following:

- i. Experience developing accessibility reports preferably within the banking/financial services industry.
- ii. A letter expressing interest and availability to undertake the assignment within the provided scope and timeline.
- iii. Provide three institutional references from the financial sector indicating prior experience in providing similar services. Please note that individual references are not applicable.
- iv. Provide two writing samples of similar/related policy documents.
- v. A current KRA Tax Compliance Certificate.
- vi. Financial proposal detailing contract price, supported by breakdown of costs.

Timelines

Below are the timelines:

1. Circulation of the RFP document: 17th May 2021
2. Proposal Submission deadline: 28th May 2021
3. Review of proposals and meetings with shortlisted firms: 1st June 2021

Submission Process

Completed proposals and correspondence should be addressed to:

Kenya Bankers Association

Email: sfi@kba.co.ke



EXPRESSION OF INTEREST : KENYAN SIGN LANGUAGE (KSL) APPLICATION DEVELOPER

The Kenya Bankers Association (KBA) is the financial sector's leading advocacy group and the umbrella body of the institutions licenced and regulated by the Central Bank of Kenya (CBK) with a current membership of 47 financial institutions. Following insights from the 2019 KBA Customer Satisfaction Report on the challenges Customers With Disabilities face while accessing banking services, the Association coordinated a study that culminated in the Banking Industry Persons With Disability Digital Accessibility Report and Case Study. The report and case study highlighted accessibility challenges from the perspective of this important segment of the banking public, providing recommendations on remedies. The interventions include training all banking industry staff to be sensitive to Customers With Disabilities, as well as equip branch and customer service staff with basic Kenyan Sign Language skills. In line with the banking industry's commitment to advance digital accessibility for Customers With Disability, KBA invites eligible firms to express interest for the provision of consultancy services within the scope below:

Scope of Work

- i. Liaise with a certified Kenyan Sign Language (KSL) interpreter to develop a banking environment-specific audio-visual based self-training application, including aspects such as bank branch vocabulary/language.
- ii. Optimise the App for mobile (Android & iOS), and web platforms.
- iii. Provision of annual maintenance support

Submission Requirements

Interested and qualified companies should submit the following:

- i. Experience developing audio-visual mobile and web-based services preferably within the banking industry.
- ii. A letter expressing interest and availability to undertake the assignment within the provided scope and timelines.
- iii. Provide four institutional reference letters from reputable institutions indicating prior experience in providing similar services. Please note that individual references are not applicable.
- iv. A brief case study on the assignment and a summary of why the consultancy is suited to undertake the assignment. The proposal should include timelines, deliverables, and a summary of the proposed execution approach and with considerations on the banking environment.

- v. A current KRA Tax Compliance Certificate.

- vi. A financial proposal detailing price, supported by breakdown of costs.

Timelines

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Kenya Bankers Association
Email: sfi@kba.co.ke



EXPRESSION OF INTEREST : CONSULTANCY FOR PROVISION FOR PERSONS WITH DISABILITY TRAINING SERVICES

The Kenya Bankers Association (KBA) is the financial sector's leading advocacy group and the umbrella body of the institutions licenced and regulated by the Central Bank of Kenya (CBK) with a current membership of 47 financial institutions. Following insights from the 2019 KBA Customer Satisfaction Report on the challenges Customers With Disabilities face while accessing banking services, the Association coordinated a study that culminated in the Banking Industry Persons With Disability Digital Accessibility Report and Case Study. The report and case study highlighted accessibility challenges from the perspective of this important segment of the banking public, providing recommendations on remedies. The interventions include training all banking industry staff to be sensitive to Customers With Disabilities, as well as equip branch and customer service staff with basic Kenyan Sign Language skills. In line with the banking industry's commitment to advance digital accessibility for Customers With Disability, KBA invites eligible firms to express interest for the provision of consultancy services within the scope below:

Scope of Work

- i. Provision of certified/accredited Kenyan Sign Language (KSL) training for banking environment communication (to be delivered online).
- ii. Provision of certified/accredited KSL training services for banking environment communication (to be delivered face-to-face) in the following counties: Nairobi, Mombasa, Kisumu, Eldoret, and Nakuru.
- iii. Production of Persons With Disability banking environment etiquette and sensitivity self-training module to be deployed on an e-Learning platform.
- iv. Production of high quality short self-training KSL videos covering content customised for the banking environment.

Submission Requirements

Interested and qualified companies should submit the following:

- i. Experience providing Kenyan Sign Language training services preferably within the banking/financial services industry.
- ii. A letter expressing interest and availability to undertake the assignment within the provided scope and timeline.
- iii. Provide four institutional reference letters from reputable institutions indicating prior experience in providing similar services. Please note that individual references are not applicable.

- iv. A brief case study on the assignment and a summary of why the consultancy is suited to undertake the assignment. The proposal should include timelines, deliverables, and a summary of the proposed execution approach and with considerations on the banking environment.
- v. A current KRA Tax Compliance Certificate.
- vi. Financial proposal detailing contract price, supported by breakdown of costs.

Timelines

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