

# Terms of Reference



**iDICE**

Investment in Digital and Creative  
Enterprises Programme

## Consultancy Services

for

**Business Process Outsourcing: Training to Jobs**

**North East Region**

Technology and Creative Sector

Financing Agreement reference: 2000200005160

Project ID No.: P-NG-K00-009



**BANK OF INDUSTRY**  
*...transforming Nigeria's industrial sector.*

## 1. Background

The Federal Government of Nigeria has received financing from the African Development Bank (AfDB), Agence Française de Développement (AFD) and the Islamic Development Bank (IsDB) towards the implementation of the Investment in Digital and Creative Enterprises (iDICE) Programme and intends to apply part of the agreed amount for this finance to payments under the contract for a consultancy service to provide support for the **Business Process Outsourcing(BPO): Training to Jobs-North East Region of Nigeria**.

Under Component 1 of the iDICE programme, training from Skills to Job is a major pillar and objective of the iDICE programme. This is key to the outcomes of job creation and will require a clear and purposeful plan to onboard trainers specifically in Business Process Outsourcing (BPO) who are also able to provide job opportunities for trainees. The consultancy services shall be delivered by firms who work across Nigeria with particular focus on firms that can deliver services in North West states of Nigeria.

## 2. Objectives

This procurement activity will look to onboard trainers who are able to provide high quality training in BPO services and link the trainees with jobs at the end of the training process. It will also:

- i. **Map and select BPO services relevant to the technology and creative ecosystems in Nigeria:** the consultant will conduct desk research to build a viable case for BPO services that work within the Nigerian context and have local, continental and global market access. These services will then be outlined in a list and used to procure a training activity.
- ii. **Plan and execute a selection process for onboarding of trainees:** the consultant will then plan a curriculum for training in the outlined BPO services and create a process for selecting and onboarding trainees.
- iii. **Deliver high quality BPO training to selected beneficiaries:** the onboarding of trainees will culminate in a training activity that certifies beneficiaries in relevant BPO skills.
- iv. **Link trained beneficiaries to jobs within the BPO space:** certified beneficiaries are then placed in jobs to build on their skills and gain employment.

## 3. Scope of Work

The consultancy will involve the following key activities:

- i. **Mapping BPO services:**
  - Research the BPO services that require training and certification within the Nigerian tech and creative ecosystem.
  - Engage BPO service operators in the local, continental and global space for job linkages.
  - Outline the services that are required.
- ii. **Beneficiary Selection Process:**
  - Develop a curriculum for the training process.
  - Create a process for potential beneficiaries to apply for BPO training.
  - Select, based on pre-approved criteria, trainees for BPO training.

**iii. Training:**

- Deliver training to beneficiaries.
- Certify trainees with credible certification in BPO skills.

**iv. Link to Jobs:**

- Link trained beneficiaries to Jobs.

#### **4. Requirements**

- I. Have a minimum of 5 years of demonstrated professional experience in training in BPO service delivery.
- II. Have a minimum of 5 years' experience in delivering BPO services with a verifiable clientele list with recommendations from same.
- III. Proof of the availability of experienced technical and operational staff with requisite certifications.
- IV. Ability to work with a wide range of partners and manage multiple, simultaneous and shifting demands/ priorities under tight timelines.
- V. Demonstrated compliance with all safety regulations and environmental protection regulations.
- VI. Familiarity with BPO skills training and demonstrated ability to deliver credible certifications in relevant BPO skills
- VII. Proof of delivering BPO training and services in North East Region of Nigeria.
- VIII. Evidence of successfully linking trained beneficiaries to employment opportunities is crucial.
- IX. Proof of absorption capacity of youth into employment opportunities. The firm should have established partnerships or collaborations with reputable local, continental, or global BPO service providers to ensure job placement for trainees.
- X. BPO providers actively training youth in Nigeria and linking them to job opportunities are encouraged to apply.

#### **5. Reporting**

The Consultant shall prepare a comprehensive report for the iDICE programme through the Programme Coordination Unit (PCU). The report should be well-organized, data-driven, and presented in a clear and easily understandable format.

#### **6. Duration**

The specified duration of the consultancy shall be for a maximum of Thirty-Six (36) weeks, any need for extension should be communicated to the PCU in writing and with justifications stated.

#### **7. Confidentiality**

All data and information obtained during the consultancy must be treated as confidential and used solely for the purpose of this project.

## 8. Conflict of Interest

Consultant(s) will be required to highlight any areas where there is a potential conflict of interest and should propose mechanisms to resolve or manage these conflicts. This will not be regarded as a negative feature of an application, inasmuch as the BOI iDICE PCU is satisfied that any conflicts will be handled in a manner consistent with the interests of the project. Wherever possible, prospective Consultant(s) should follow technical, operational and commercial best practices in managing potential conflicts.

Prospective Consultant(s) should note that failure to disclose any material conflict of interest that is subsequently identified in the assessment process will be regarded as a significant negative feature. For joint ventures, the lead partner must have the power of attorney.

## 9. Time Frame

Activity	Deliverable	Time frame
1. Mapping	List of BPO services, Service Providers identified and contacted	Four (4) weeks from signing of contract
2. Selection	Selected Beneficiaries for BPO training	Eight (8) weeks from Contract signing
3. Training	Trained beneficiaries	Twenty-Four (24) Weeks from approved beneficiary list
4. Job Linking	Trained beneficiaries Linked to employment	Eight (8) weeks from approved list of trained beneficiaries

## 10. Legal & Compliance Requirements

For a consortium of firms or single firms domiciled in Nigeria, the lead firm **MUST** provide the following documents:

1. Evidence of legal registration with the Corporate Affairs Commission (CAC) in line with the requisite CAMA Act. 2020, Laws of the Federation of Nigeria.
2. Evidence of registration with Galaxy Backbone and relevant industry certification pertaining to IT Project Management.
3. Submission of Memorandum and Articles from CAC07 (i.e. Particulars of Board of Directors) and Form CAC02 (i.e. Particulars of Shareholders).
4. Affidavit indicating that all documents submitted are genuine and verifiable.

## Financial and Tax Requirements

Confirmation of financial capacity of the company (3 years audited statement of accounts and financial summary).

1. Evidence of VAT Registration and Company Tax Clearance Certificates for the last 3 years.

**Firms that are registered outside Nigeria shall submit relevant legal and compliance documents as applicable to their countries of jurisdiction.**

#### **11. Environmental and Social Management Plan (ESMP)**

Consultant(s) will be required to demonstrate internal capacity to develop an ESMP. The ESMP will be developed along with each university/polytechnic appropriate to the scale of activities at each digital hub. The ESMP will cover pre-setup activities and operations of the hub during the operational phase. The ESMP will be reviewed and cleared by the Bank, disclosed by the national environmental authority before commencement of works.