TERMS OF REFERENCE

Project Title/Number: EU-IOM Initiative for Migrants Protection and reintegration in Nigeria

Title: Basic computer training for Officers of the Federal Ministry of Labour and Employment (FMLE) and the National Commission for Refugees Migrants and Internally Displaced Persons (NCFMI)

Type of contract: Institutional

Duty Station: Keffi (2), Lagos, Owerri, Port Harcourt and Kano

Commencement date: December 2019

A. Project Description & Background

The International Organization for Migration (IOM), the UN Migration Agency is dedicated to promoting humane and orderly migration for the benefit of all. It does this by providing promoting regular, safe and orderly migration to the benefit of all. IOM, Nigeria is currently implementing the European Union (EU) and IOM Initiative for Migrants Protection and Reintegration in Nigeria titled **"*Strengthening the Governance of Migration and Sustainable Reintegration of Nigerian Returnees*"**, funded by the EU**.** The overall objective of the project, which is part of the regional initiative being implemented in 14 countries across West Africa including Mauritania, is to contribute to strengthening the governance of migration and the sustainable reintegration of returning migrants.

In 2014, IOM supported National Commission for Refugees Migrants and Internally Displaced Persons (NCFRMI) and the Federal Ministry of Labour and Employment to develop the national migration website and to upgrade the Nigeria Electronic Labour Exchange (NELEX) respectively. In 2018, IOM conducted a gap analysis of NELEX in 5 states (Abuja, Kaduna, Lagos, Asaba, Awka and Bauchi), across the six geo-political zones to understand the requirements and needs of each NELEX location. Similarly, under the current EUTF project, IOM planned to improve the functionalities of the National Migration Website to strengthening the Commission's dissemination and communication of migration information to the public. However, the actions to improve on the website's functionalities were implemented by NCFRMI. IOM is therefore seeking for the services of an IT contractor with good technical competency and reputation to conduct IT training on the technical management operations of NELEX in the case of FMLE and the use and maintenance of NCFRMI website.

B. Scope of Work
The contractor would conduct 6 sessions of five-day tailored IT training sessions for staff of the FMLE and NCFRMI at zonal level, assuming responsibility for the organisation of the trainings including developing a training manual, providing the venue, training equipment including computers, projectors, etc, trainers and Training materials. **Please note that meals are not included in the services required**.

The contractor is expected to train a total of 150 participants from NCFRMI and FMLE across the 6 geo-political zones on the average of 25 per zone. The contractor may be required to commence work in December 2019 and must accomplish all task by February 29, 2019.

The Training Manual:

The manual to be used for the conduct of this training is will be submitted with the proposal and bound copies made available to all the participants at the training.

The topics to be covered by the training programme include:
1. Introduction to Computers
2. Content Management
3. Basic Website Administration and Maintenance
4. Networking Essentials
5. Document Management
6. Computer Security
7. Essentials of Database management
8. Basic Presentation Skills using MS PowerPoint
9. Web Navigation and Internet Resources
10. Virtual and digital conferencing
11. Introduction to Spreadsheets using MS Excel

B. Tasks to be performed by the Contractor

The contactor will perform the following tasks, under the supervision of IOM:
- Using qualified trainers and facilitators, conduct trainings with topics specified above, for the staff of the FMLE and NCFRMI in each specified region/sector;
- Ensure that the training sessions are evaluated (through pre-and-post assessment);
- Organise daily debriefing meeting during the training sessions (incorporating lessons learned);
- The contractor will submit a draft report of each training session to IOM
- Provide functional computers for training purposes to all participants of the training
- Secure conducive training venue and training equipment to be used during the training
- The contractor will submit a final report to IOM at the end of the assignment

C. Outputs and Deliverables

1. An inception report detailing the plan of work and methodologies for accomplishing the assigned tasks submitted.
2. Copies of training manual containing the topics as heighted above, made available to all training participants.
3. 6 sessions of five-day IT trainings for 150 officials from FMLE and NCFRMI conducted;
4. Venue, computers and other training equipment provided for use at each session of the training
5. Training reports submitted at the end of each training including participants' evaluation reports from the training session
6. A comprehensive report submitted at the end of the training programme including recommendations.

D. Institutional Arrangement

The consultancy would be implemented under the overall supervision of the Programme manager and the direct supervision of the National Programme Officer, based in Abuja, Nigeria.

The training delivered by qualified trainers engaged by the contractor would be monitored by IOM staff members who will provide quality assurance at the training session.

The training reports should be submitted not later than one week after each training session.

The final report should be submitted not latter that 2 weeks after the end of the last training session.

E. Duration of Work

The entire training will be conducted over a period of 45 working days over a period of 2 months commencing 2 December 2019**.**

F. Duty Station

The training will be for relevant operatives from the six geopolitical zones but will take place in (South East – Owerri, South South – Port Harcourt, South West – Lagos, North Central – Keffi, North East – Keffi, North West – Kano). The sessions will take place at an IT facility secured by the contractor.

The contractor will be required to have regular planning meetings with the responsible IOM project officers during the duration of the consultancy.

G. Qualification of the Successful Contractor

Contractor
Qualified contractors are welcomed to submit a proposal under these Terms of Reference provided that all technical requirements can be met.

Training facility

The contractor will provide:
- Well secured and equipped ICT training rooms with comfortable seating arrangements for all training participants (individual table with a chair for each participant).
- 8 hours of air-conditioning and 8 hours of uninterrupted power must be guaranteed during the entire duration of the training session. The ICT training room must also be exposed to natural light (windows).
- The stated minimum requirements in the training room/facility must be available in a dedicated, uninterrupted manner for trainee use throughout the period of the training.
- A trainer, with five on-site support personnel available in each of the training rooms to provide individual guidance during the training and other technical assistance when needed. In case of equipment failure/error, immediate assistance/replacement should be provided.

The training room should be equipped with fully working equipment as detailed in the compliance sheet in Annex 1.

Please note that all bidders must submit the completed compliance sheet. Any submission without the completed compliance sheet will be rejected.

Site Inspection by IOM Personnel:

To ascertain the standard of the proposed facility (ies) /training room(s) proposed by each of the bidders, IOM may conduct a scheduled/unscheduled visit to the address (es) of the training facility (ies) given by each of the bidders. All bidders are therefore requested to give detailed contact address (es), telephone numbers and description of their proposed training facility (ies).

Minimum Qualifications of Trainers and support personnel:

- Facilitator(s) must be university graduates with a Bachelor or higher degree in Computer Science or another relevant degree, together with professional certifications.
- At least 5 years' experience with a verifiable minimum 3 years of experience in facilitating ICT training.
- Support staff must have experience of simple ICT troubleshooting, ICT support and networking experience.
- Microsoft qualifications with certificates.
- Good command of the English language.
- Organized and patient.
- Excellent facilitation skills.

H. Scope of Bid Price and Schedule of Payments

- 30% of the fees will be paid upon production of copies of the training manual for all the training participants.
- 30% upon satisfactory completion of the first three trainings
- 40% upon the satisfactory completion of the last three training sessions and submission of the final report.

I. RECOMMENDED PRESENTATION OF PROPOSAL

Submitted proposals should include the following;

1. A company profile.
2. The resume of the facilitators and support personnel.
3. Reports of similar trainings conducted by the contractor in the past 5 years (minimum).
4. Training methodology.
5. Registration with the Corporate Affairs Commission (CAC).
6. A financial proposal with a breakdown of cost – professional fees, cost of venue, transportation, etc

The consultants will be evaluated using the Cumulative Analysis methodology:

- Technical Criteria weight: 70%.
- Financial Criteria weight: 30%.

Annex 1 - Minimum ICT equipment requirements for the training room/Facility

No.	Item Description	Minimum Qty	Level of Compliance Yes/No	Please provide remarks like brand name, specifications, available quantity if less than our requirements e.t.c
1	Desktop computer (with minimum of 3GHz speed) with the TFT monitor and the following preinstalled software in English language: Microsoft Windows XP SP3, Microsoft Office 2010, Internet Explorer 8 or later, functional Skype, functional Yahoo Messenger, Adobe Acrobat Reader 9 or later, archiving program ZIP, and software for scanning. All PCs must be on a single functioning LAN, must have internet access with minimum speed of 16kbps per PC, and must have a functional antivirus or internet security application installed.	30		
2	UPS for the Computers (preferably central)			
3	Network Colour printer			
4	Scanner (preferably network)			
5	Photocopying facility with the paper			
6	White Board and accessories (markers and eraser)			
7	Projector with min of 4,000-lumen brightness rating			
8	Projector Screen			
9	Projector Pointer			
10	Public address system			
11	Photographs of the training room/facility			
12	Comfortable Tables and Chairs			
13	Air conditioners			
14	Functional Generator with ready fuel/diesel supply			