

## **Terms of Reference**

### **MHAC Staff Training and Development**

#### **Subject**

IOM Nigeria is seeking a qualified Training company/facilitators to train its staff in the Migration Health Assessment Clinics (MHAC) in Abuja and Lagos.

#### **Contracting Authority**

International Organization for Migration (IOM)- Nigeria  
No. 55 Hassan Musa Katsina Road, Asokoro, Abuja

#### **Overview and Background**

Established in 1951, IOM is the leading UN Migration agency in migration and works closely with governmental, intergovernmental, and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants. Being a member of the IOM team requires the highest efficiency, competence, and integrity standards. IOM also aims to maintain an equitable geographical balance among its staff. IOM staff work in multi-cultural environments where diversity and cultural sensitivity are valued. The Migration Health Department of IOM Nigeria operates Migration Health Assessment Centers (MHAC) for applicants referred by several embassies in Nigeria. To ensure that our clients get unmatched customer experience, we seek to continuously train our staff to increase their competencies, skills, and knowledge base. This will help us respond effectively to our clients' ever-changing needs. The MHAC team in Nigeria comprises Physicians, Nurses, customer care and Data Processing professionals, Radiology and Laboratory Technicians, and program support and Administration.

#### **Purpose**

IOM Nigeria wishes to produce a positive change in the way we provide our services. The training will help to prepare employees with the necessary skills and knowledge they need to perform their roles effectively.

#### **Scope of the Services**

##### **General**

Within this framework, IOM Nigeria is seeking trainers/facilitators who are specialized in completing training/workshops and have proven and demonstrated broad knowledge in the field of training. The selected training firm will be responsible for at least the following tasks:

- Planning and design, preparation and organization, and delivery of specific training events
- Development and implementation of appropriate training methodology, including suggestions and ideas for the training events.
- Mobilization and provision of speakers and trainers for each event
- Preparation, printing and delivery of all training materials, including teaching aids and materials to accompany each training event.
- Organization of coordination sessions between itself, the trainer(s) and IOM
- Evaluation of feedback and the training events
- Provision of reports on the evaluation, impact, and outcomes of the training.

IOM will be responsible for provision of venue, writing materials, accommodation, and meals for the trainings.

**Participants**

The MHAC team in Nigeria comprises Physicians, Nurses, Customer care and Data Processing professionals, Radiology and Laboratory Technicians, and Program support and Administration. The table below provides an approximate number of staff per clinic (made up of operational, clinical, and managerial staff).

<b>Abuja</b>	<b>96</b>
<b>Benin City</b>	<b>18</b>
<b>Lagos</b>	<b>195</b>

**Areas of Training**

The successful vendor should demonstrate expert knowledge of the subject matter and experience in design of a high-quality staff training and coaching program. Using hands-on, practical based, modern adult learning and technologically appropriate techniques, the successful vendor will design and conduct Personal Development training modules, and mentor and coach staff to transform the team’s effectiveness, excellence, and overall wellbeing. The program is envisioned to comprise the following:

- a) All staff: This training module targets all employees. The expected length of this training for each location is as below:  
Lagos- 6days, Abuja -3days and Benin city – 3days.  
Topics for this module should include, but not be limited to:
  - Developing leadership potential
  - Effective teamwork - dimensions, dynamics, and strategies
  - Effective communication and presentation skills
  - Time management for results
  - Managing diversity

- Career goal setting
- Conflict Management
- Stress Management
- Negotiation Skills
- Personal Effectiveness
- Accountability
- Problem solving

b) **Mentorship and Coaching Sessions:** these will be designed to assist individuals and teams to overcome their fears and anxieties, navigate the distance between where they are and where they want to be.

- Design individualized and group mentoring and coaching programs for identified staff needs
- Provide continuous practical support for staff to hone specific skills following training
- Provide innovative strategies/opportunities/platforms for staff to practically utilize the newly acquired skills
- Provide opportunity for staff to receive expert counselling on their fears and anxieties limiting their effectiveness and productivity

Classes will consist of a maximum of ninety (90) participants.

### **Training Methodology and Training Materials**

- a) **Methodology:** Interactive, participatory, experiential and continuous learning approaches
- b) **Delivery Mode:** Adapted for both in-person and virtual sessions
- c) **Training materials:** Visual aids (overheads, slides, PowerPoint, and handouts); IOM will provide any and all administrative supply materials, including pens, paper, audiovisual equipment required by individual instructors, which include overhead projector, a screen, flipcharts, LCD monitor and laptops if needed.
- d) **Training content:** Facilitator guides (objectives/learning points, agenda) specifically designed group activities relevant to training content including scenarios, case studies and group discussions; staff assessment and progress guides.

### **Expertise Required**

#### **Training firm**

The firm should be registered with the Government of Nigeria or in the country of domicile for this work (CAC, FIRS)

- The firm should be accredited with a professional body in Nigeria or demonstrate partnership with international training institutions.
- The firm must have successfully offered training services to at least 3 reputable organizations in the last 2 years.

- Provide CVs and profiles of this project's proposed trainers/facilitators and a detailed company profile.
- Provide company registration documents and a list of directors.
- Must attach a copy of the latest three years of audited accounts if available.
- Must attach a list of three professional referees.

### **Personnel**

The Training firm shall provide qualified Key experts with sufficient years of professional experience specializing in their area. The profiles of the key experts for this contract should have the following:

- Minimum university degree in Social Science or any other relevant field.
- A minimum of five (5) years of training or consulting experience for organizations.
- Extensive experience in capacity building.
- Demonstrated a high level of professionalism and an ability to work independently and in high pressure situations under tight deadlines.
- Excellent interpersonal communication skills, including experience in facilitation training/workshops and presentations.
- Industry experience or background in Health care organizations, International organizations, United Nations System and humanitarian organizations with a role delivering training programmes.
- Proven track record in developing training approaches and strategies based on adult learning principles.
- Experience in designing and developing training content and knowledge of various training delivery systems (such as learning management systems), an asset.

### **Cost for Training Services**

The consultant company shall give an itemized all-inclusive price quotation.

### **Duration**

The training firm will provide a work plan for developing the training/workshops, proposed methodologies, and the estimated duration for carrying out the training. The period of performance is from November 2023 – December 2023 or as determined by IOM.

### **Deliverables**

- The contractor shall provide all participants with access to all course materials for them to successfully complete the programs. IOM will review and approve these documents for adequacy, completeness and alignment with intended objectives of the program. The vendor will print all training materials for both in-person and virtual sessions.
- While each instance of training will be based on the course descriptions, the contractor will tailor the delivery of the various elements of the curriculum to meet the objectives and expectations of participants.

- Inception report: The vendor will participate in an in brief with the IOM Team, prior to commencing the program and prepare a presentation and report detailing the proposed curriculum, materials used and the timeline.
- The vendor will prepare the content for each training, facilitator and participants guides, agenda and welcome packets for all training.
- For all virtual trainings, the successful Contractor will provide appropriate virtual platform facility compliant with IOM IT regulations.
- The Vendor shall incorporate into the training sessions a variety of delivery methods, especially interactive team activities, practicum, and opportunities for relevant application to real situations in participants' workspace and continuous learning assignments and projects.
- Status Report: The Vendor will produce a brief report for each training outlining the prioritized outcomes, challenges and corresponding actions, key takeaways, and recommendations to maximize program effectiveness, including and opportunities for relevant application to real situations in participants' workspace and continuous learning assignments and projects.
- Final Report: The Vendor will prepare a presentation to present to the IOM at an out-brief at the end of the program. The vendor will also produce a composite end of program report, outlining the training approach, the prioritized outcomes, challenges and corresponding actions, conclusions, general learning and key takeaways, and recommendations forward to maximize program effectiveness.
- The Contractor will provide certificates of completion to all participants who attend, complete a training and submit a course evaluation.

### **Evaluation and Selection Process**

The selection process of the training firm/facilitators will be based on the set of criteria developed by the IOM Bids Award and Evaluation Committee (BEAC) to evaluate the proposals. The Evaluation Committee will evaluate the proposals by using the Weighted scoring method. Technical proposals will be assessed on 60%, whereas financial bids will be evaluated on 40%. The short-listed bidding training firm/facilitators may be asked for a formal presentation before the final selection.

Technical Evaluation Criteria:

The minimum technical score required to pass is: (70%)

Criteria	Requirement	Rating
<b>1. Bidders' experience, credibility and financial capacity</b>		
(a) Similar experience: Successful similar experience of the organization/firm, the list of projects/contracts (both completed and on-going) which are related or similar in nature to the requirements of this RFP. The Bidder must demonstrate through past projects its ability to produce a high -quality work. Required: Provide a detailed work experience in similar assignments with various clients and evidence such as Contracts or Purchase Orders	4 or more Training assignments of equivalent nature and complexity	<b>10 Points</b>
	1 - 3 Training assignments of equivalent nature and complexity	5 Points
b) Company profile and Credibility: Provide evidence on credibility and competence of the company coupled with flexibility and willingness to innovate. Required: Recommendations / Certifications from or affiliation with recognized reputable global or national organizations with standardized/ validated curriculum	Recommendations / Certifications from or Affiliation with reputable global organizations	<b>10 Points</b>
	Recommendations / Certifications from or Affiliation with reputable National organizations	5 Points
c) Financial Capacity: This category is based on the Bidders' financial capability to mobilize and carry out the proposed assignment without the need for pre-financing. Required: Audited financial statements for the past 3 years (2021 – 2020, 2019,2018)	3 years financial statements showing Positive working capital (current assets/current liabilities) attached	<b>10 Points</b>
	1-2 years financial statements showing Positive working capital (current assets/current liabilities) attached	5 Points
<b>2. Key professional staff qualifications</b>		
<b>Lead Trainer</b> Detailed CV should be presented of the Lead personnel for the implementation of the proposed methodology, clearly defining his/her roles and responsibilities vis-à-vis the proposed methodology. CVs should establish	10+ Years of experience	<b>10 Points</b>
	5-9 Years of experience	<b>5 Points</b>

competence and demonstrate qualifications in areas relevant to the TOR		
<b>Supporting Trainer(s)</b> Detailed CV should be presented of the Three (3) support facilitators and subject matter experts for the implementation of the proposed methodology, clearly defining their roles and responsibilities vis-à-vis the proposed methodology. CVs should establish competence and demonstrate qualifications in areas relevant to the TOR.	All trainers have over 5 years of experience	<b>10 Points</b>
	Some trainers have Below 5 Years of experience	<b>5Points</b>
<b>3. Proposed Methodology, Approach, Implementation Plan and training material</b>		
<b>Quality:</b> Demonstrate the understanding of the Terms of Reference by identifying the specific components proposed, how the requirements shall be addressed, and how it meets or exceeds IOM's expectations/specifications. This methodology must be laid out in an implementation timetable.	Exceeds IOM's specifications / expectation	<b>20 Points</b>
	Fully Meets IOM's specifications / expectation	<b>10 Points</b>
	Partially meets IOM's specifications	<b>5 Points</b>
<b>Innovation:</b> Demonstrate that the response is innovative, cognizant of current trends in professional development, responds to opportunities and challenges facing employees and organizations today and in the future, and utilizes best international practices and tools necessary to achieve the stated objective of the training program and assess the effectiveness of the training events carried out	Exceeds IOM's specifications / expectation	<b>20 Points</b>
	Fully Meets IOM's specifications / expectation	<b>10 Points</b>
	Partially meets IOM's specifications	<b>5 Points</b>
<b>Delivery Method:</b> Demonstrates that the proposed curriculum is interactive, participatory, experiential, and continuous learning approaches and adapted for both inperson and virtual sessions	Exceeds IOM's specifications / expectation	<b>10 Points</b>
	Fully Meets IOM's specifications / expectation	<b>5 Points</b>