

ECONOMIC COMMUNITY OF
WEST AFRICAN STATES



COMMUNAUTE ECONOMIQUE
DES ETATS DE L'AFRIQUE
DE L'OUEST

TERMS OF REFERENCE

FOR

THE RECRUITMENT OF

TRAINING PROVIDERS (FIRMS) TO DELIVER TRAINING

SERVICES TO ECOWAS COMMISSION INSTITUTIONS

STAFF

MARCH 2024

1. Background:

Created on 28 May 1975, the Economic Community of West African States (ECOWAS) is a regional intergovernmental organization formed by the following fifteen (15) Member States: Benin, Burkina Faso, Cape Verde, Côte d'Ivoire, The Gambia, Ghana, Guinea, Guinea Bissau, Liberia, Mali, Niger, Nigeria, Senegal, Sierra Leone, and Togo. Its Headquarters is in Abuja, Nigeria and its official working languages are English, French, and Portuguese.

Within the ECOWAS learning and development strategic framework, the ECOWAS Commission seeks to create a database of Training Providers that allows it to identify consultants that can deliver targeted training in specific areas, ensuring that the training aligns with the unique requirements of each Department or functional areas.

The selection of the accredited Training Providers would offer the best value for money without compromising the quality of training, track the standards, and ensure that the training delivered aligns with ECOWAS regulations and organizational policies. This would also help streamline and align with the procurement processes of the Commission thus, ensuring high-quality training, cost-effectiveness, and adaptability to changing requirements.

Additionally, the ECOWAS database on Training Providers would enable ECOWAS as an Institution to make informed decisions and strategic choices regarding training initiatives as well as analyse the skills and expertise available in the database to deliver training and development programmes.

In this vein, ECOWAS seeks to engage Training Providers with the requisite qualifications and experience to develop, design, and deliver training programmes that align with ECOWAS Institution's strategic goals and priorities.

2. Objectives:

The objective of the recruitment of the Training Provider(s) is to engage firms who will deliver training and development services (on demand) in various functional areas in the Commission. This flexibility is essential to meeting varied training needs and scheduling constraints. It will ensure that training programmes are delivered promptly and efficiently whenever they are needed.

More specifically, the recruitment of Training Provider(s) will enable the ECOWAS Commission and Institutions to:

- i. Access a diverse pool of subject matter experts (SMEs) and trainers who possess specialized knowledge and skills relevant to ECOWAS Institution's training and development needs (attached) and align with the organization's strategic goals and priorities.

- ii. Tailor training and development programs to specific requirements and preferences.
- iii. Ensure it has qualified and credible external trainers and experts who have the requisite qualifications, experience, reputation, and track record of delivering high-quality training.
- iv. Optimize resources by selecting trainers from the consultant that offer competitive rates without compromising on the quality of the delivery.
- v. Streamline the process of sourcing and selecting external trainers by providing a centralized platform where relevant information about Training Provider(s)/Resource Person(s) is readily available.
- vi. Foster continuity and allow for collaboration, knowledge sharing, and capacity building within the ECOWAS Institutions.
- vii. Provide access to a comprehensive database on Training Provider(s)/Resource Person(s) that enables ECOWAS Commission to make informed decisions and strategic choices regarding training initiatives.
- viii. Facilitate the collection of feedback and performance data from training participants which can be used to evaluate the effectiveness of the training to continuously improve the skill gaps of Staff.

3. Scope of Service:

The scope of service for the training providers would encompass a range of responsibilities related to the design, development, delivery, and evaluation of training programmes as stated below:

- i. Training Needs Assessment and Analysis:
 - Conducting thorough needs assessment to identify training requirements and gaps in knowledge, skills, and competencies.
 - Analysing organizational goals, performance metrics, and learner demographics to tailor training programs to specific needs.
- ii. Training Curriculum Development and Design:
 - Developing customized training curricula and learning objectives based on the needs assessment findings.
 - Designing and developing engaging interactive training materials, resources, and activities to support learning objectives.
- iii. Training Delivery and Facilitation:
 - Delivering training sessions, workshops, seminars, or webinars using a variety of instructional techniques and methodologies.
 - Facilitating interactive learning experiences through group discussion, case studies, role-playing exercises, and practical demonstrations.

- Adapting training content and delivery methods to accommodate different learning styles and preferences.
- iv. Training Materials and Resources:
- Developing and providing training materials and resources, including presentation slides, handouts, manuals, and multimedia content.
 - Ensuring that training materials are current, relevant, and aligned with ECOWAS Institution’s learning objectives and participant needs.
- v. Participant Engagement and Support:
- Engaging participants throughout the training process by encouraging active participation, asking questions, and soliciting feedback.
 - Providing individualized support and guidance to participants to address questions, concerns, or challenges related to training content.
- vi. Post-Training Support and Evaluation:
- Providing training reports and offering pre and post-training support, such as follow-up coaching sessions, mentoring, or access to additional resources.
 - Conducting pre and post-training evaluations to assess the effectiveness of training programs and gather feedback from participants.
 - Analysing evaluation data to identify areas for improvement and make recommendations for future training initiatives.
- vii. Quality Assurance and Continuous Improvement:
- Ensuring the quality and relevance of training programs through ongoing review.
 - Implementation of corrective actions or improvements based on feedback and performance data.
- viii. Collaboration and Communication:
- Collaborating with the ECOWAS Institution’s stakeholders (Line Directors and Staff Members), to ensure alignment of training needs with Departments and ECOWAS Institution’s strategic goals and objectives.
 - Open communication channels to address any concerns or issues related to the training delivery and participant satisfaction.

ix. Professionalism and Ethical Standards:

- Conducting training activities with professionalism, integrity, and respect for diversity and inclusion.
- Adherence to ethical standards and best practices in training delivery, ensuring confidentiality and sensitivity to participant needs.

4. Expected Deliverables:

The expected deliverables for training providers may vary depending on the specific requirements of each training engagement. However, below are common deliverables that a Training Provider(s)/Resource Person(s) may be expected to provide:

- i. Submission of an inception report.
- ii. Provide full design of the training.
- iii. Develop training curriculum, materials, and training agenda.
- iv. Conduct specific Need Assessment to identify skills gaps.
- v. Training delivery.
- vi. Participant engagement and support.
- vii. Post-training support.
- viii. Pre and post-evaluation reports or feedback summaries.
- ix. Documentation and training report (training attendance, certificate).
- x. Quality assurance and continuous improvement.
- xi. Collaboration and communication.
- xii. Professionalism and ethical standards in conducting training activities.

5. Duration of the Assignment:

A contract will be signed with the selected Training Provider(s) for a period of 3 years. The contract may be subject to extension as deemed necessary by the Institution.

The expected duration of each assignment is estimated at a total of **5 - 14 working days per training programme**.

6. Location / Place of Performance:

The selected Training Provider(s) will be expected to deliver a significant portion of the work in Abuja, Lagos, or other parts of the ECOWAS Member States. They may be required to travel within the ECOWAS Member States to perform its duties.

7. Evaluation Criteria:

For this assignment, the Training Provider(s) will have to meet the following criteria:

7.1 Experience:

- i. The Training Provider(s) should have a minimum of 10 years of proven experience in providing trainings;
- ii. Experience with international and/or regional organisations;
- iii. Experience in development of training curriculum, materials, and training agenda;
- iv. Training Provider(s) should have strong facilitation and communication skills to effectively deliver training sessions and engage participants;
- v. Training Provider(s) should have a track record of delivering high-quality training programs to diverse audiences. Experience in designing and delivering interactive and engaging training sessions is highly desirable;
- vi. A background in adult learning, principles, and instructional design methodologies is highly desirable;
- vii. Must be receptive to feedback from participants and be committed to continuous improvement.

7.2 Required Expertise:

The Training Provider(s) should have evidence of having developed and designed training courses/workshops in a large organisation whose function and requirements are similar to Regional Economic Community Organisation and should clearly demonstrate expertise in the following areas:

- i. Subject matter knowledge
- ii. Instructional design
- iii. Training and delivery techniques
- iv. Adult learning principles
- v. Facilitation skills
- vi. Communication skills
- vii. Technology proficiency
- viii. Assessment and evaluation
- ix. Cultural competencies
- x. Professional Development
- xi. Ethical standards

7.3 Language:

For the purpose of this assignment, fluency in oral and written expressions in one of the ECOWAS official languages of the Community (English, French, and Portuguese) is mandatory and knowledge of an additional one will be an added advantage.

8. Timeline & Deliverables

The reporting of timelines and deliverables shall be as follows:

Key deliverables	Standards for delivery/activities	Timeline
<ul style="list-style-type: none"> i. Submission of an inception report ii. Provide full design of the training (including conducting a Training Needs Assessment to identify specific skills gaps or knowledge gaps that the training programme needs to identify) iii. Develop training curriculum/canvas, materials, and training agenda 	<p>The inception report will give the Training Provider(s) an understanding of the objectives and scope of the assignment, present the training design and methodological approach to be followed, develop the training curriculum, schedule the training agenda, and allocate duties to the team.</p>	<p>Activity to be completed two (2) weeks before the commencement of the scheduled training.</p>
<ul style="list-style-type: none"> i. Training delivery ii. Participant engagement and support 	<p>The Training Provider(s) will deliver training sessions, workshops, seminars, or webinars using a variety of instructional techniques and methodologies. will facilitate and engage the</p>	<p>Activity to be completed within the specified duration of the training (as agreed)</p>

	<p>participants throughout the learning session using a wide range of learning and interactive tools: group discussions, case studies, role-playing exercises, and practical demonstrations whilst also providing individualized support and guidance to participants to address questions, concerns, or challenges related to the training.</p>	
<p>i. Post-training support</p> <p>ii. Evaluation report or feedback summaries</p> <p>iii. Documentation and training report (training attendance, certificate)</p>	<p>The Training Provider(s) shall offer post-training support including the submission of pre and post-training evaluation reports or feedback summaries.</p> <p>shall submit the final report of the training to the Commission.</p>	<p>Activity to be completed one (1) week after the completion of the training.</p>

9. Variations:

Any changes to the work plan and milestones/timeline will be discussed between the Training Provider(s) and ECOWAS for the final decision.

10. Knowledge Transfer:

The Training Provider(s) shall involve the Head of Career Management and Learning at all major phases of the assignments to enable them to understand the specific learning needs of ECOWAS, and gain insight into the skills gaps, performance issues, and developmental goals.

The sessions would also enable the Training Provider(s) to customize the training program and clarify expectations and any specific requirements they may have for the specific learning programme. Overall, this would help ensure that the training programmes are effectively designed to deliver and meet ECOWAS-wide strategic objectives.

11. Procurement Process:

Training firms will be selected and classified according to the proposals (unit prices per training) in the ECOWAS database.

For each training need, the firm ranked 1st will be contacted to provide a CV of the trainer(s).

If the 1st ranked firm does not provide a CV or provides a CV from an unqualified trainer, the 2nd ranked firm will be contacted, and so on.

12. Intellectual Property:

All works and information gathered because of this assignment will remain the property of ECOWAS. Hence, the Training Provider(s) cannot use it for its personal use without the permission of the ECOWAS Commission.