



RFP: TO DEVELOP STANDARD OPERATING PROCEDURES FOR ONE STOP-SHOP ENTREPRENEURSHIP CENTRE(OSSEC) IN FARAFENI

About International Trade Centre (ITC)

The International Trade Centre (ITC) is a joint agency of the United Nations and the World Trade Organization, focusing on developing the export capabilities of small and medium-sized businesses in developing and transition economies. ITC projects and programmes contribute to the global efforts to achieve UN Global Goals for Sustainable Development and the Aid for Trade agenda. ITC works at three levels:

- Strengthening the integration of the business sector of developing countries and economies in transition into the global economy,
- Improving the performance of trade and investment support institutions for the benefit of small and medium-sized enterprises (SMEs) and enhancing the abilities of trade support institutions to support them better,
- Improving the international competitiveness of SMEs.

About the Project - Improving the livelihoods of vulnerable women and youth around the Senegambia Bridge

The two-year project is funded by the United Nations Human Security Trust Fund and is implemented by ITC and UNFPA in collaboration with the Gambian Association of Local Government Authorities (GALGA). The project supports communities and people around the Senegambia bridge to cope with adverse shocks while creating pathways for women and youth to take advantage of new opportunities. ITC will focus on economic security in three areas:

- Support the entrepreneurship ecosystem in the target regions and establish a regional hub or one stop shop for entrepreneurship and business development support
- Establish a hospitality training centre in LRR that provides vocational training in LRR, including the provision of foundation level training for 40 women and youth
- Enhance skills in value addition and agripreneurship for 60 youth and women, including the provision of business starter-kits
- Provide training and advisory support to connect producers and entrepreneurs to digital platforms and facilitate payment systems

Migration – Multi Partner Trust Fund Project - Addressing the drivers and causes of migration-related vulnerabilities among border communities along the Trans- Gambia transport corridor

The three-year project is funded by the Migration Multi Partner Trust Fund. The joint programme aims to mitigate migration challenges and improve the cross-border environment along the Trans Gambia Transport Corridor (in Jarra West and Upper Baddibou districts) by enhancing border posts to pre-empt situations of vulnerability, strengthening the capacity of border authorities, increasing awareness among women and youth of their rights, and strengthening skills and livelihood opportunities for women and youth. The programme is focused on the Trans-Gambia transport corridor and connects localized support measures in border communities with the broader national development agenda. It addresses the challenges of security, safety, and prosperity in a novel approach through interlinked initiatives with central government, local government, private sector, and civil society associations.

Background

ITC in partnership with GIEPA, GALGA, UNFPA under the localizing SDGs project and Migration - Multi Partner Trust Fund Project is supporting the construction of an One Stop Shop Entrepreneurship Centre (OSSEC) in Farafeni. The OSSEC will offer opportunities to youth and women entrepreneurs access to relevant economic support services such as training, business development, trade information, business registration and networking opportunities but also to foster innovation that can support the growth and competitiveness of the MSME sector in the rural Gambia.

Scope of the assignment

ITC invites interested consulting firms to forward their proposal for the development of a comprehensive and inclusive standard operating procedure (SOP) to guide the delivery of various services at OSSEC likewise connect the various units to the overall goal of improving the competitiveness of MSMEs and Small-Scale Cross Border Traders along the Senegambia bridge corridor. The assignment involves the following task:

- Undertake desk review of SOPs, and operational manuals of Business support organisations that will be offering services at the centre and also the GHE packing hub, department of Labor job centres and single window business registration.
- Present the findings from the desk review and the draft format/layout of the SOP to ITC and GIEPA
- Developed the draft SOP in view of the findings of the desk review undertaken and concept note (See annex A) on the operationalising of OSSEC by representing processes in easy-to-read flow charts, and within each, explaining the steps involved, who is responsible and how it is link to other units.
- Define clearly in simple terms the overall management of the centre and how it connects the various units.
- Define fees to be charge for services offered such as printing services, Hall rental, use of the innovation lab, etc., to ensure the sustainability of the centre.
- Present the final draft to ITC GIEPA and relevant BSOs for the validation. The document should not be more than 25 pages with an Arial font size of 12.
- After the finalization of the SOPs, the consulting firm will conduct training sessions on the implementation of the SOPs with key staff of OSSEC. Training plan and participants will be determined based on needs identified during the consultation process.

Deliverables

The final deliverable will be the text of the SOPs following the methodology outlined above, and which meets the expectations of ITC and GIEPA.

Deliverables

Activity	Duration of work per phase
Phase 1 Undertake Desk review and partner consultations	4 days
Phase 2 Presentation of finding of the desk review and format of SOP to ITC and GIEPA	3 days
Phase 3 Development and presentation of draft SOP	15 days
Phase 4 further consultation and Presentation of revised	2 days
Phase 5 Presentation and validation and submission of final SOP upon incorporation of validation recommendation	3 days
Phase 6 Training of key staff	3 days
Total Man days	30 days



Requested Documents and requirements.

- Business registration certification must be provided.
- Minimum two reference of similar work with references to location(s) and client(s)
- The company must demonstrate three years' experience and good knowledge of Gambia entrepreneurship ecosystem.
- Complete technical and financial proposal based on the scope and deliverables of the assignment.
- A work plan from starts to completion.

Application process and deadlines

Technical and financial proposal must be submitted no later than 29th March 2023 before 6 PM local time Quotes can be sent by mail to Yusupha.keita@intracen.org

UN general Terms and Conditions Acceptance of your Quotation: Upon receipt, your quotation will be examined, and you will be advised as promptly as possible as to its acceptability. Any contract subsequently arranged would be subject to the relevant provisions of the UN's General Conditions of Contract (GCC), a copy of which will be attached to the Contract or given upon request (a copy of the General Conditions is available on our website: <http://www.intracen.org/about/procurement/general-conditions/>). By submitting a quote, vendors confirm their acceptance of UN GCC.

Questions and clarifications on the process:

Any questions about the process may be submitted to through email at Yusupha.keita@intracen.org no later than 27 March 2023