



October 1, 2025

REPUBLIC OF LIBERIA
MINISTRY OF COMMERCE & INDUSTRY
MONROVIA, LIBERIA



Terms of Reference
For
Consulting Firm to Provide Capacity Building Service to the
Ministry of Commerce and Industry Staff: Training Needs Analysis,
Training Program Design and Development, Human Resource Management, Human
Resource Management, Project Management, Time Management, Filing and Record
Management, Customer Service, Microsoft Office Suite, Monitoring & Evaluation &
Leadership & Management to enhance employee Capacity

Post Title: Training Services (Capacity Building Firm)

Reference: RFP No: MOCI/LCS/001/2025

Location of Commerce Building, EJS Ministerial
Post: Complex, Tubman Boulevard, Congo Town,
Monrovia, Liberia

Contract Two Months

Duration:

Reporting Line: Hon. Tarnue N. Jeke
Deputy Minister for Administration /MOCI

Recruitment: Provision of Technical Assistance (Capacity
Building) to the Ministry of Commerce and
Industry

Type of Local Firm Selection
Contract:

1. Introduction and Background

The Ministry of Commerce & Industry (MoCI) is committed to enhancing the skills and performance of its staff to improve service delivery, operational efficiency, and overall effectiveness. To achieve this, the MoCI seeks to engage a qualified and experienced training firm to design and deliver comprehensive capacity-building training in several key areas. This training initiative aims to equip MoCI personnel with the modern tools and knowledge necessary to meet the demands of a dynamic public service environment.

2. Objectives of the Assignment

- The overall objective is to build the capacity and technical knowledge of fifty-one (51) MoCI staff. The specific objectives are to:
- Enhance staff performance, productivity, and motivation by providing them with specialized training in targeted areas.
- Strengthen the ministry's internal processes and management systems, including Human Resources, Filing and Record Management, and Project Management.
- Improve the quality of service provided to the public and stakeholders by developing staff skills in customer service.
- Promote a culture of leadership, accountability, and continuous improvement within the ministry through training in leadership, management, and Monitoring & Evaluation (M&E).
- Ensure that staff are proficient in modern office technology and software, specifically the Microsoft Office Suite.

3. Scope of Work

4. Design and facilitate a two months training for 51 staff members of the Ministry of Commerce and Industry in below.

The selected firm will be responsible for the following tasks:

5. Training Needs Analysis

Conduct a brief training needs assessment to fine-tune the content and methodology for each training module.

Submit an inception report detailing the proposed approach, training modules, and work plan.

6. Training Program Design and Development

Design and develop customized training materials, modules, and a training manual for each of the identified areas:

- i) Human Resource Management:** Topics may include recruitment, performance management, staff motivation, and HR policies.
- ii) Project Management:** Including project planning, implementation, monitoring, and closure.
- iii) Time Management:** Strategies for prioritization, organization, and efficiency.
- iv) Filing and Record Management:** Development of efficient and secure systems for both physical and electronic records.
- v) Customer Service:** Training on communication skills, professionalism, and handling public inquiries effectively.

vi) Microsoft Office Suite: Training on advanced features of Word, Excel, PowerPoint, and Outlook for increased productivity.

vii) Monitoring & Evaluation: Principles of M&E, including setting indicators, data collection, and reporting.

viii) Leadership & Management: Enhancing leadership styles, delegation, conflict resolution, and team motivation.

Incorporate practical exercises, case studies, and real-world scenarios relevant to the MoCI's context.

Develop pre-and post-training assessment tools to measure knowledge transfer and skill acquisition.

7. Training Delivery

Conduct the training sessions for MoCI staff. The firm should propose a suitable methodology, considering both online and face-to-face delivery options, logistical considerations, and the size of the target group.

Ensure the training is interactive, engaging, and sensitive to adult learning principles.

Manage all logistical arrangements for the training, including training materials and technology.

8. Reporting and Evaluation

Submit a final training report within a specified period after the training concludes. The report should include key lessons learned and recommendations.

Provide a summary of the training program, evaluation results, and next steps for sustaining the learning.

9. Deliverables

The selected firm will produce the following deliverables:

10. Inception Report: Outlining the detailed work plan, methodology, and refined training content.

11. Customized Training Manuals and Materials: For each of the modules, in both soft and hard copies.

12. Training Delivery: All agreed-upon training sessions successfully conducted.

13. Training Completion Report: Including results of the pre-and post-assessments and recommendations for future capacity building.

14. Duration of the Assignment

The assignment is expected to be completed within a specified timeframe (Two months) following the contract's signing. A detailed work schedule will be agreed upon during the inception phase.

15. Qualifications and Experience of the Firm

The ideal firm should possess:

- 5 years' experience & a proven record of accomplishment of designing and delivering capacity-building training for government institutions or similar public sector organizations.

- Relevant experience in the specified training areas: HR, Project Management, M&E, Time Management, Record Management, Customer Service, Microsoft Office Suite, and Leadership & Management.
- A team of qualified and experienced trainers/facilitators with specialized knowledge in the required fields.
- Strong analytical, communication, and report-writing skills.
- Legal registration and up-to-date tax compliance certificates.

6. Reporting:

The successful firm will sign a contract with the Government of Liberia through the Minister of Commerce and Industry. The Department of Administration will provide technical oversight for the implementation of the assignment. The consultant firm will report to the Deputy Minister for Administration as the Focal Person at the Ministry of Commerce and Industry.

7. Duration of service:

The Duration of the Training will be for two months.

8. Evaluation Criteria

An evaluation committee will be formed by the Ministry of Commerce and Industry. All members will be bound by the same standards of confidentiality. The Business Development Service (BDS) Firm provider should ensure that they fully respond to all criteria to be comprehensively evaluated.

The shortlisting criteria are:

- (i) Consultant Experience relevant to the Assignment
- (ii) Competency/Qualification of the Consultant relevant to the Assignment
- (iii) Consultant's readiness to start the assignment in line with the timeline provided here and budget detailing every activity to be carried out.

9. Proposal submission:

Interested BDS Firms can apply by submitting the following:

- a. A technical proposal including:
 - Profile of the BDS Firm
 - Description of how the BDS Firm skills and experience match the TOR requirements,
 - Proposed methodology and work plan
 - CV(s) of the consultants
 - Past experience/work completed related to the ToR by the BDS Firm
- b. A financial proposal:
 - Should include a detailed budget sheet with a breakdown of costs.

- The business registration certificate
- Tax clearance certificate

The BDS Firm will be selected in accordance with the Least Cost Selection (LCS) method set out the Procurement Regulation of the Ministry of Commerce and Industry. Further information can be obtained at the Ministry's address below during the office hours i.e., 9:00 am - 4:00 pm.

16. Budget and Payment Schedule

The financial proposal should include a detailed breakdown of all costs associated with the assignment. The payment schedule will be milestone-based and tied to the delivery and acceptance of key deliverables.

17. Submission of Proposals (Two Envelopes, Technical & Financial)

Interested firms should submit a technical and financial proposal. The technical proposal should outline the firm's understanding of the TOR, proposed methodology, work plan, and team qualifications. The financial proposal should detail the budget. The deadline for submission will be specified in the formal request for proposals.

18. All Proposals must be delivered in a written form (hard copy) to the address below (in person) on or before Friday October 31, 2025 with subject above :

Attn: Lanfia M. Waritay
Procurement Director
Ellen Johnson Sirleaf Ministerial Complex
Congo Town
Monrovia, Liberia
Tel: 0886404919/0777404919
Email: lmwaritay@yahoo.com