



LAGOS STATE GOVERNMENT

LAGOS STATE EMPLOYMENT TRUST FUND (LSETF)

**REQUEST FOR PROPOSALS
LSETF/COMM/QBS/3/25**

**REQUEST FOR PROPOSALS: ENGAGEMENT OF A BUSINESS AND TECHNOLOGY CONSULTANT
TO REVAMP THE LSETF'S WEBSITE**

MARCH 2025

Deadline for Submission: 11th April 2025

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SECTION I - REQUEST FOR PROPOSAL**ENGAGEMENT OF A BUSINESS AND TECHNOLOGY CONSULTANT TO REVAMP THE LSETF'S WEBSITE.**

Lagos State Employment Trust Fund, LSETF, was established by the Lagos State Employment Trust Fund Law of 2016 to drive initiatives that tackle unemployment and enable wealth creation for all Lagos residents. LSETF provides entrepreneurship and employment opportunities through the acquisition of skills to get better jobs, improving access to finance and strengthening the institutional capacity of micro, small, and medium enterprises, and formulating policies designed to improve the business environment in Lagos State. In addition, LSETF develops programmes designed to train and place unemployed residents of Lagos in jobs.

Over the past seven years, the Fund has implemented several programmes aimed at achieving its vision of creating employment and entrepreneurship opportunities for all Lagos residents under 5 major verticals, which entail: **Access to Finance, Capacity Building & Business Support, Lagos Innovate, Employability Support Project, and Lagos Cares.**

LSETF is soliciting proposals from qualified consultants who have vast experience to revamp the LSETF's Website.

In this Request for Proposal document, you will find detailed instructions relating to the submission of your proposal; **you are requested to strictly follow the instructions and provide the mandatory documents for your proposal to be considered for the Consultant Pre-qualification exercise.**

Please submit your Proposal titled "Engagement of a Business and Technology Consultant to Revamp the LSETF's Website" no later than close of business (4:00 p.m.) on **Friday, 11th April 2025** through: <https://lsetf.ng/tenders>
Requests for clarification can be made to the below email address, on or before **Tuesday, 25th March 2025**: procurementunit@lsetf.ng

This RFP is solely for preparing and submitting a Proposal and confirmation of your ability to provide the required services. All information, both written and oral, which is obtained or provided in connection with this RFP is confidential.

Kindly note that submission of a proposal does not guarantee engagement. Applicants selected to work with the LSETF will be notified via email, alongside necessary information to continue with the selection process.

Those not selected will also be notified via email; LSETF is under no obligation to disclose the reason for rejection.

LSETF is NDPR compliant. By submitting your information and documents to us, you are agreeing to the storage and usage of your data by LSETF, in accordance with our privacy policy.

Yours truly,

Feyisayo Alayande
Executive Secretary

SECTION II – INSTRUCTIONS TO CONSULTANTS

A. INTRODUCTION

<p>1. General</p>	<p>This RFP is issued for submission of proposal for the Engagement of a Business and Technology Consultant to revamp the LSETF's Website.</p>
<p>2. Definitions</p>	<p>«Day» means calendar day;</p> <p>«LSETF» means the Lagos State Employment Trust Fund;</p> <p>«NDPR» means National Data Protection Regulations;</p> <p>«Project Name» means “Request for Proposal - Engagement of a Business and Technology Consultant to revamp the LSETF's Website”.</p> <p>«Proposal» means a Proposal submitted by a Consulting firm, pursuant to this RFP;</p> <p>«RFP» means this Request for Proposal;</p> <p>«TOR» means the Terms of Reference, setting out the detailed scope of work required from the consulting firm.</p>

B. REQUEST FOR PROPOSAL

<p>3. Contents of the Request for Proposal</p>	<p>3.1. This RFP describes the procedure, terms, qualifications, requirements, and conditions for the submission of a Proposal. This RFP consists of the following:</p> <ul style="list-style-type: none"> ❖ The Letter of Request for Proposal ❖ Instructions to Bidders ❖ The Terms of Reference
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- 3.2. The Consultant shall examine the instructions, sample documents and requirements provided in this RFP and adhere to all instructions and requirements herein, in submitting a Proposal.
4. **Amendment of RFP**
- 4.1. At any time prior to the deadline for submission of Proposals, the LSETF, may for any reason at its own initiative or in response to a clarification requested by a consultant, modify the RFP.
- 4.2. All Firms that have received/access the RFP will be notified in writing or by standard electronic means of any amendments to the RFP.
- 4.3. In order to afford the firms reasonable time in which to take the amendments into account in preparing their Proposals, following a request for clarification LSETF may, at its discretion, extend the deadline for submission of Proposals.

C. PREPARATION OF PROPOSAL

5. Language	The Proposal and all related correspondence shall be in English.
6. Contents of Proposal	<p>6.1. The Proposal shall comprise of the Technical Proposal and the Financial Proposal.</p> <p>6.2. The Financial Proposal shall consist of the following documents:</p> <ul style="list-style-type: none"> ❖ A written letter signed by the authorized representative of the Firm; and ❖ The detailed breakdown of the estimated cost i.e. summary of cost and breakdown of prices <p>6.3. The Technical Proposal shall consist of the following documents:</p> <ul style="list-style-type: none"> ❖ The Profile of the Firm, setting out its organizational structure, relevant experience in leading or providing advisory on labour market, employment and policies to public or private organizations, its resource plan and the proposed methodology, work plan and team composition clearly indicating the team leader, and other key experts.

	<p>❖ Any other information which the firm reasonably believes is necessary, having reference to the contents of the TOR.</p> <p>6.4. The Technical Proposal shall not contain any pricing information whatsoever. Pricing information shall be separated and only contained in the Financial Proposal.</p> <p>6.5. Any information which the Firm considers confidential shall be clearly marked as such and shall be treated accordingly.</p>
7. Currency of the Proposal	The prices in the Financial Proposal should be quoted in Naira . Payment will be budgeted and disbursed as Naira.
8. Validity of the Proposal	The validity period of the Proposal shall be 30 days .
9. Cost of Preparation of Proposal	The Firm shall bear all costs associated with the preparation and submission of its Proposal. LSETF shall in no case be responsible or liable for any costs associated with submitting Proposals, regardless of its conduct or the outcome of the Proposal. The LSETF reserves the right to annul the Proposal process at any time prior to awarding the contract, without thereby incurring any liability to the Firm.

D. SUBMISSION OF PROPOSAL

- 10. Sealing and marking of Proposal** The Firm shall place the Technical Proposal (and its supporting documents), and the Financial proposal (and its supporting documents) in **separate documents**, marked as such.
- 10.1 The documents shall indicate the name and address of your **Organization**, the **name and address of LSETF**, the **Project Name** and **reference number of the Proposal** as indicated in the Letter of Proposal.
- 10.2 **The supporting documents required are:**
1. Evidence of registration with Corporate Affairs Commission (CAC)
 2. Tax Clearance Certificate for the preceding 3 (three) years 2022-2024 from the Lagos Internal Revenue service (LIRS)
 3. Evidence of registration/renewal as a consultant with the Lagos State Public Procurement Agency (LASPPA) for the current year (2025)
 4. Audited Financial Statement for the last 3 (three) years (2022-2024)
 5. Corporate profile of the company services and affiliations
 6. Curriculum Vitae of at least 3 key professional staff
 7. An affidavit that all documents submitted are genuine and verifiable

- 11. Deadline for the Submission of Proposal.**
- 11.1. Proposals must be received through the link specified in above on or before the close of business on **Friday 11th April, 2025.**
- 11.2. Any Proposal received by LSETF after the deadline for the submission specified in paragraph 11.1 shall be returned unopened to the Firm
- 11.3. LSETF may, at their sole discretion, extend the deadline for the submission of Proposals by amending this RFP in accordance with the terms and conditions hereof.
- 12. Clarifications**
- 12.1 A Firm requiring additional clarification of any part of this RFP may notify the LSETF via the contact details provided above. The LSETF will respond in writing, or by standard electronic means to any request for clarification of the RFP that it receives no later than **Tuesday, 25th of March, 2025,** and may send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Firms. If LSETF deem it necessary to amend the RFP because of a clarification, it shall notify any firm that has submitted a Proposal prior to such amendment.
- 13.**
- 13.1. A Firm may withdraw its Proposal after the submission, provided that written notice of the withdrawal is received by LSETF prior to the deadline prescribed for submission of Proposals.
- 13.2. No Proposal may be modified subsequent to the deadline for submission of Proposals without prior approval from the point of contact specified above.

E. OPENING AND EVALUATION OF PROPOSAL

- 14. Opening of Proposals**
- 14.1 The LSETF shall only open Proposals received after the submission deadline with the Evaluation Committee only in attendance. **The Technical Proposals shall be open and evaluated prior to the opening of the Financial Proposals.**

15. Evaluation of Proposals

15.1 The Evaluation Committee shall evaluate and compare the Proposals as follows:

- ❖ Pre-Qualification exercise to determine that all requested documents were submitted and in the required format.
- ❖ Examination of the Technical Proposal in order to confirm conformity with specifications contained in the RFP and the substantial responsiveness of each Technical Proposal to the RFP. For this purpose, a substantially responsive Proposal is one that conforms to all terms and conditions of the RFP without material deviations. LSETF's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without any recourse to extrinsic evidence.
- ❖ Upon examination of the Technical Proposals, the Evaluation Committee shall select the Technical Proposals that are substantially responsive and examine the Financial Proposals submitted with such Technical Proposals. In examining the Financial Proposals, the Evaluation Committee shall verify any arithmetical errors. For example, if the Proposal in figures is different from the Proposal in words, the amount in words shall prevail. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected.

16. Fraud and Corruption:

16.1. The LSETF and the consulting firm shall hold the highest ethical standards, both during the selection process and principle, and shall abstain at all times from corruption or fraudulent practices. Corruption and fraudulent practices are defined as follows:

- a) "*corrupt practice*" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process;
- b) "*fraudulent practice*" means a misrepresentation or omission of facts in order to influence a selection process;
- c) "*collusive practices*" means a scheme or arrangement between two or more Consultants with or without the knowledge of the LSETF, designed to establish prices at artificial, non-competitive levels;

- d) “*coercive practice*” means harming or threatening to harm, directly or indirectly, persons or their property to influence the selection process or affect the execution of a training program.

The LSETF shall reject a proposal for award if it determines that the firm recommended for contract award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in applying for the proposal.

SECTION III –
TERMS OF REFERENCE

Engagement of a Business and Technology Consultant to Revamp the LSETF's Website

1. Background

The Lagos State Employment Trust Fund (LSETF) seeks to enhance its digital presence by revamping its website to improve user experience, accessibility, and functionality. The current website, while functional, requires a comprehensive overhaul to align with LSETF's strategic goals, provide a seamless user journey, and enhance service delivery.

To achieve this, LSETF is engaging a qualified Business and Technology Consultant with expertise in digital transformation, UI/UX, and website development.

2. **Objectives:** The primary objective of this engagement is to revamp the LSETF website by:

- Improving user experience and interface design for seamless navigation.
- Enhancing accessibility and responsiveness across multiple devices.
- Streamlining the website's architecture for easier information retrieval.
- Integrating interactive features and automation to optimize service delivery.
- Successful migration of data from the existing website to the new website
- Ensuring compliance with industry best practices for security and performance.

3. **Scope of Work:** The Consultant will be responsible for the following tasks:

Phase 1: Website Audit & Requirements Gathering

- Conduct a comprehensive audit of the current website, identifying key pain points.
- Engage stakeholders to gather requirements, ensuring alignment with LSETF's strategic vision.
- Benchmark against best practices and similar institutions.

Phase 2: Website Redesign & Development

- Redesign the website layout with a modern, user-friendly interface.
- Optimize site structure to improve information flow and accessibility.
- Implement search functionality and an intuitive navigation system.
- Ensure mobile responsiveness and cross-browser compatibility.
- Enhance security features to protect user data and transactions.
- Enhance inclusion, voice and language (Yoruba) translation

Phase 3: Content Management & Automation

- Develop an easy-to-use Content Management System (CMS).
- Automate key processes, such as applications tracking, loan applications, grant submissions, and job postings.
- Integrate chat support, FAQs, and an AI-driven assistant for user support.

Phase 4: Testing & Deployment

- Conduct extensive testing, including user acceptance testing (UAT) and performance testing.
- Ensure the website meets accessibility standards and regulatory requirements.
- Deploy the revamped website and conduct training for relevant staff.

4. **Deliverables:** The Consultant is expected to provide the following deliverables:
 - Website Audit & Requirements Report.
 - UX/UI Wireframes and Prototype.
 - Fully Functional Website.
 - CMS Training Manual and User Guide.
 - Post-Deployment Support Plan.

5. **Timeline:** The engagement is expected to last **12 - 16 weeks**, following this tentative schedule:
 - **Weeks 1 - 4:** Research, website audit, and requirements gathering.
 - **Weeks 5 - 8:** Website redesign, prototyping, and development.
 - **Weeks 9 - 12:** Testing, refinement, and deployment.
 - **Week 13 – 6 months:** Post-Deployment Support

6. **Qualifications & Experience:** The Consultant should meet the following criteria:
 - Minimum of 3 - 6 years of experience in website development, digital transformation, or business technology consulting.
 - Proven expertise in UX/UI design, CMS integration, and web security.
 - Experience working with government or non-profit organizations is an added advantage.

7. **Payment & Budget:** Payment terms will be structured based on milestone achievements as follows:
 - 20% upon submission of audit & requirements report.
 - 40% upon completion of website redesign and development.
 - 40% upon full deployment and staff training.