



International Organization for Migration (IOM)

The UN Migration Agency

Mission in Nigeria

**ANNEX A**

## **TERMS OF REFERENCE**

### **Consultancy Contract for Specialized Training of Nigeria Immigration Service Technical Officers on Information & Communication Technology**

#### **NATURE OF THE CONSULTANCY**

Short Term Expert

#### **IOM PROJECTS TO WHICH THE CONSULTANCY IS CONTRIBUTING**

Under the supervision of the IBM project manager and in close coordination with the Immigration and Border Management unit, the successful ICT firm will work as a consultant on the IOM Immigration and Border Management (IBM) project portfolios “The IBM projects are implemented in collaboration with the Nigeria Immigration Service (NIS).

IOM is called upon by States to assist in addressing today’s complex migration challenges, including the modern management of borders. In order to support governments in meeting these challenges, IOM has developed a border management information system that can be allocated and deployed to Member States, and other interested States, at minimal cost and with provision for training and ongoing technical support. That system is called MIDAS; Migration Information and Data Analysis System. The MIDAS system architecture possesses a robust database required for storing and referencing all relevant migrant data. In line with bolstering the capabilities of the Nigerian Immigration Service with MIDAS, it is essential that relevant officers be able to navigate, modify, understand database administration and network security, of its type.

The main objective of this contract is to expose and train the NIS technical officers on the evolving technological areas/topics to enable them to sustain and effectively manage its database and resources whilst boosting efficiency and productivity of the Nigeria Immigration Service.

#### **TASKS TO BE PERFORMED UNDER THIS CONTRACT**

#### **COURSE: ADMINISTERING A MS SQL 2016 DATABASE INFRASTRUCTURE (20764C)**

##### ***Course Objectives;***

- Authenticate and authorize users
- Assign server and database roles
- Authorize users to access resources
- Protect data with encryption and auditing
- Describe recovery models and backup strategies

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#### **IOM NIGERIA HEAD OFFICE**

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- Backup SQL Server databases
- Restore SQL Server databases
- Automate database management
- Configure security for the SQL Server agent
- Manage alerts and notifications
- Managing SQL Server using PowerShell
- Trace access to SQL Server
- Monitor a SQL Server infrastructure
- Troubleshoot a SQL Server infrastructure
- Import and export data

#### COURSE: COMPTIA SECURITY+

##### ***Course Outline;***

- Security Fundamentals
- Identifying Security Threats and Vulnerabilities
- Managing Data, Application, and Host Security
- Implementing Network Security
- Implementing Access Control, Authentication, and Account Management
- Managing Certificates
- Implementing Compliance and Operational Security
- Risk Management
- Troubleshooting and Managing Security Incidents
- Business Continuity and Disaster Recovery Planning
- CompTIA Security+ (Exam SYO-501) Certification Series (Online Training with 12 months Access)

#### COURSE: IDENTITY WITH WINDOWS SERVER 2016 (20742B)

##### ***Course outline;***

- Manage objects in AD DS by using graphical tools and Windows PowerShell.
- Implement AD DS in complex environments.
- Implement AD DS sites and configure and manage replication.
- Implement and manage Group Policy Objects (GPOs).
- Manage user settings by using GPOs.
- Secure AD DS and user accounts.
- Implement and manage a certificate authority (CA) hierarchy with AD CS.
- Deploy and manage certificates.
- Implement and administer AD FS.
- Implement and administer Active Directory Rights Management Services (AD RMS).

- Implement synchronization between AD DS and Azure AD.
- Monitor, troubleshoot, and establish business continuity for AD DS services.

#### **TANGIBLE AND MEASURABLE OUTPUT OF THE WORK ASSIGNMENT**

- Successful training of 45 NIS officers at mutually approved timeline
- Administer pre and post evaluation at training
- Course completion and certification
- Comprehensive report and feedback for the whole tasks carried out under this contract.

#### **5. Expertise:**

- a. Availability of conducive classroom(s) in Lagos state to comfortably accommodate up to 15 adults
- b. Modern classroom gadgets availability; Provide list of equipment to be used.
- c. Experience at training organization's representative in the last 9 months. Prior training for IOM an added advantage; Provide references.
- d. Submission of detailed resume of all the trainers
- e. 12-month online access for each course to help the trainee's practice outside the classroom
- f. Good working knowledge of Law Enforcement principles and practices in the use of Information Technology
- g. Excellent customer service skills
- h. Extensive knowledge and ability to draft and produce high-quality written reports
- i. Excellent social and inter-cultural skills.
- j. Ability to work with persons from varied cultures and professional backgrounds.
- k. Personal commitment, efficiency, empathy, flexibility, drive for results, respect for diversity, creative thinking, and organized.
- l. Proficiency in English.

#### **PERFORMANCE INDICATORS**

- Adherence to agreed schedule of activities
- Timely production of reports
- Respectful and cooperative approach with NIS and other concerned counterparts

#### **DURATION OF THE CONTRACT AND PAYMENT**

The window for this work is from October 2019 to December of 2019. This contract is anticipated to require at most six weeks (30) working days.

The consultancy fee for this contract (including provision of light refreshments for tea break and lunch for all trainees) shall not be higher NGN 360,000 (USD 993.7) per trainee. The contract fee will cover training of forty-five (45) NIS officers. This is payable in naira based on IOM's exchange rate during the month of payment. IOM will be responsible for arranging and funding travel costs and DSA for all the officers.

Delivery Address: kindly send in your submission to the below address or by email on or before 30<sup>th</sup> September 2019.

Delivery Address: No 11 Haile Selassie Street Asokoro Abuja, Nigeria

Or

Email: [procurementabuja@iom.int](mailto:procurementabuja@iom.int)