1. **Consultants Organization and Experience**

Fotismos Global Limited is a cutting-edge professional services firm specializing in process automation and advanced technology solutions. With a robust presence in Africa, especially Nigeria, we harness our deep industry expertise to deliver innovative, high-impact solutions tailored to the specific needs of Nigerian businesses. Our affiliation with global industry leaders grants us access to an extensive network of professionals and resources worldwide.

At Fotismos Global Solutions, our mission is to lead the charge in driving technological advancements in Africa. We have built a dedicated ecosystem to support the development and deployment of state-of-the-art solutions for the Nigerian market. This ecosystem includes:

1. Fotismos Innovation Hub: A local center dedicated to fostering creative ideas and solutions that meet the unique demands of Nigerian businesses.
2. Strategic Nigerian Partnerships: We collaborate with leading Nigerian firms, academic institutions, and startups to drive co-innovation and address local challenges effectively.
3. Advanced Technology for Nigerian Growth: Our Emerging Technologies Unit focuses on key areas such as Process Automation, Artificial Intelligence, Web3, Blockchain, and Immersive Learning, ensuring these advancements benefit the Nigerian context.
4. Delivering Digital Transformation in Nigeria: Fotismos Global Limited excels in digital transformation, automation, and the integration of emerging technologies. Our extensive project portfolio in Nigeria highlights our capability to:

* Implement Robotic Process Automation (RPA) solutions, enhancing efficiency and productivity for Nigerian enterprises.
* Develop AI-driven platforms that leverage data analytics for smarter decision-making, empowering Nigerian companies to succeed.
* Facilitate blockchain-based supply chain solutions, enhancing transparency and security within Nigerian industries.
* Deploy virtual reality training simulations, offering an immersive and effective learning experience for the Nigerian workforce.

1. Investing in Nigerian Knowledge and Collaboration: Fotismos Global Limited is dedicated to being a knowledge leader in Nigeria. We invest heavily in research and development tailored to the Nigerian market, cultivating a culture of innovation within our organization.

Our teams are composed of experienced professionals with diverse backgrounds and a deep understanding of the Nigerian landscape. We work collaboratively to deliver custom solutions that address the unique challenges and drive sustainable growth in Nigeria.

Additionally, we actively engage in industry dialogues in Nigeria, publishing research papers relevant to the local market, and participating in both local and global forums. Our goal is to explore and maximize the potential of emerging technologies for the benefit of Nigerian businesses and society.

1. Consultant’s Organizations Background and Experience

Elizabeth Okocha is a Senior Partner at Fotismos Global Limited, a premier global consulting firm. As the Head of Technological Advancement, she leads initiatives to develop and integrate groundbreaking technologies and innovative strategies for Fotismos Global and its clients.

***Fostering a Culture of Innovation (2019 - Present)***

1. Building a Dynamic Innovation Framework: Under Elizabeth’s direction, Fotismos Global Limited has established a vibrant innovation framework featuring several key initiatives:
2. Fotismos Global Innovation Lab: This lab functions as an incubator and accelerator, nurturing revolutionary ideas and solutions.
3. Fotismos Automation: This investment arm supports high-potential startups with strategic funding and guidance.

Collaborative Alliances: Fotismos Global collaborates with leading academic institutions, industry partners, and startups to foster co-innovation.

Tech Pioneers Group: This team focuses on cutting-edge technologies such as AI, quantum computing, and augmented reality, ensuring Fotismos Global remains at the industry forefront.

Transforming the Consulting Landscape (2019)

Architect of the Consulting Expansion: Elizabeth joined Fotismos Global Limited in early 2019 and played a crucial role in expanding the firm's consulting services, broadening its expertise and market reach.

Strategic Merger and Integration: In 2019, Elizabeth led the strategic merger with an influential consulting firm, enhancing Fotismos Global’s capabilities in digital transformation and process optimization.

Industry Veteran and Thought Leader (25+ Years)

Elizabeth brings over 15 years of experience in technology and consulting, making her a recognized leader in several domains:

International Sourcing: Elizabeth has deep expertise in global sourcing strategies, assisting clients in optimizing their international operations.

Advanced Technologies: She is an advocate for advanced technologies, driving Fotismos efforts to implement AI, robotic automation, and blockchain solutions.

Digital Transformation: Elizabeth has been pivotal in crafting and executing Fotismos Global’s digital transformation strategies, enabling clients to thrive in the modern digital economy.

Championing Strategic Growth and Knowledge Sharing

Beyond his role in Technological Advancement, Alex also leads:

Innovative Growth Initiatives: He oversees Fotismos Global’s investments in emerging technologies and innovative practices, ensuring the firm remains a leader in the consulting industry.

Global Thought Leader: Elizabeth represents Fotismos Global at international forums, sharing expertise on the future of technology and its impact on global business operations.

**Major work undertaken during the last Ten years that best illustrate Qualifications.**

**Project One:** Nationwide AI-Driven Healthcare System Overhaul

**Project Two:** Blockchain-Based Supply Chain Transparency Initiative

**Project Three:** National Digital Education Transformation

**Project Four:** Smart City Development in Lagos (2019 - 2021)

**Project Five:** Enterprise Automation for a Leading Financial Institution

1. **Assignment Name: Nationwide AI-Driven Healthcare System Overhaul (2020-2022)**
2. **Country:** Nigeria
3. **Assignment Location:** Abuja
4. **Duration of Assignment:** 24 Months (2 years)
5. **Name of Client:**
6. **Start Date:** January 2020
7. **Completion Date:** December 2021
8. **Professional staff provided by your organization:** 10
9. **Number of Person - Months:**

|  |  |  |
| --- | --- | --- |
| **Staff Name** | **Person-Months** | **Percentage (%)** |
| Elizabeth Abua-Okocha | 23 | 95.83 |
| Jummai Olowoleni | 22 | 91.67 |
| Emmanuel Somawina Abua-Okocha | 18 | 75.00 |
| Linda Nosakhare | 16 | 66.67 |
| Amina Abubakar | 14 | 58.33 |
| Emmanuel Patrick | 15 | 62.50 |
| Kaosarat Mustapha | 13 | 54.17 |
| Daniel Willaims | 11 | 45.83 |
| Jennifer Uveki | 10 | 41.67 |

1. **Name of Associated Consultants If Any:**
2. **No of Persons:** 6
3. **Months of professional staff provided by associated consultants:**

|  |  |  |
| --- | --- | --- |
| **Consultant Name** | **Person-Months** | **Percentage** |
|  | 18 | 75 |
|  | 16 | 66 |
|  | 14 | 58 |
|  | 14 | 58 |
|  | 12 | 50 |
|  | 10 | 41 |

1. **Name of senior staff (Project Director/ Project Coordinator, Project Team leader) involved, and functions performed.**

**Elizabeth Abua-Okocha (Project Director):**

As the Project Director, Elizabeth Abua-Okocha spearheaded the Nationwide AI-Driven Healthcare System Overhaul initiative for the Nigerian government. His key responsibilities included:

* Providing visionary leadership and strategic direction for the project
* Aligning stakeholders across government agencies, healthcare providers, and technology partners
* Overseeing the development and implementation of AI-driven solutions for healthcare operations
* Managing the project plan, milestones, and deliverables to ensure timely execution
* Identifying potential risks and implementing mitigation strategies
* Ensuring adherence to project scope, budget, and quality standards
* Facilitating effective communication and collaboration among all parties involved

**Amina Abubakar (Project Manager):**

Amina Abubakar served as the Project Manager, leading the execution and coordination of the Nationwide AI-Driven Healthcare System Overhaul project. Her key functions included:

* Assembling and managing the cross-functional project team from Fotismos Global Solutions
* Developing detailed project plans, schedules, and resource allocation
* Assigning tasks and responsibilities to team members based on their expertise.
* Monitoring project progress through regular team meetings and status reports
* Ensuring adherence to project methodologies, quality standards, and best practices
* Managing project risks, issues, and scope changes through proactive communication
* Facilitating knowledge transfer and training for healthcare staff on new AI-driven systems
* Reporting project status, metrics, and performance to the Project Director and stakeholders

1. **Detailed Narrative Description of Project:**

**Project Overview:**

Fotismos Global Limited successfully delivered a transformative nationwide AI-driven healthcare system overhaul for the Nigerian government between 2020 and 2022. This comprehensive initiative aimed to optimize healthcare operations, improve efficiency, and enhance patient outcomes by leveraging cutting-edge artificial intelligence technologies.

**Project Execution:**

The project commenced in January 2020 with a comprehensive assessment of the existing healthcare infrastructure, data management practices, and operational challenges across Nigeria. Fotismos's team collaborated closely with government agencies, healthcare providers, and technology partners to identify key areas for AI-driven optimization.

**AI-Driven Solutions Implemented:**

* Intelligent Diagnosis and Treatment Support Systems: Fotismos developed and deployed AI-powered diagnostic tools that analyzed patient data, medical images, and symptom patterns to assist healthcare professionals in making accurate diagnoses and recommending personalized treatment plans.
* Predictive Healthcare Analytics: Advanced machine learning algorithms were employed to analyze large datasets, including electronic health records, demographic data, and environmental factors. These analytics provided valuable insights for predictive disease modeling, risk stratification, and proactive intervention strategies.
* Intelligent Resource Optimization: AI-driven solutions were implemented to streamline supply chain management, optimize inventory levels, and facilitate efficient allocation of healthcare resources, including medical equipment, staff, and facilities.
* Virtual Healthcare Assistants: Conversational AI-powered virtual assistants were deployed to provide 24/7 support to patients, answer medical queries, triage non-emergency cases, and facilitate appointment scheduling, reducing the burden on healthcare professionals.
* Robotic Process Automation (RPA): Fotismos automated repetitive administrative tasks, such as data entry, claims processing, and report generation, using RPA technology, enabling healthcare staff to focus on more critical responsibilities.

**Capacity Building and Change Management:** Recognizing the importance of user adoption, Fotismos conducted extensive training programs for healthcare professionals, administrative staff, and government personnel. These programs focused on familiarizing users with the new AI-driven systems, addressing concerns, and ensuring seamless integration into daily operations.

Additionally, Fotismos implemented a comprehensive change management strategy to facilitate a smooth transition to the AI-enabled healthcare ecosystem. This included communication campaigns, stakeholder engagement, and continuous support during the implementation phase.

**Project Impact:**

The Nationwide AI-Driven Healthcare System Overhaul project has significantly transformed the Nigerian healthcare landscape, delivering numerous benefits:

* Improved Diagnostic Accuracy and Treatment Outcomes: AI-assisted diagnosis and personalized treatment recommendations have contributed to more accurate diagnoses and improved patient outcomes.
* Enhanced Operational Efficiency: Intelligent resource optimization, automation, and streamlined processes have resulted in increased operational efficiency, reduced healthcare costs, and better resource utilization.
* Proactive Healthcare Management: Predictive analytics and risk stratification have enabled proactive interventions, early disease detection, and targeted preventive care measures.
* Increased Access to Healthcare Services: Virtual healthcare assistants and telemedicine solutions have expanded access to healthcare services, particularly in remote and underserved areas.
* Data-Driven Decision-Making: The integration of AI-driven analytics has facilitated data-driven decision-making processes, leading to more informed healthcare policies and resource allocation strategies.

1. **Detailed Description of Actual Services Provided by Our Staff:**

The detailed description of the actual services provided by Fotismos Global Solutions' staff in the Nationwide AI-Driven Healthcare System Overhaul (2020-2022) project:

**Pre-Implementation Phase:**

* Conducted a comprehensive assessment of Nigeria's existing healthcare infrastructure, data management practices, and operational challenges through on-site visits, stakeholder interviews, and data analysis.
* Identified key areas for AI-driven optimization and developed a strategic roadmap for the project.
* Performed technology evaluations and selected the most suitable AI platforms, tools, and frameworks for various healthcare applications.
* Designed and architected the AI-driven solutions, including intelligent diagnosis systems, predictive analytics models, resource optimization algorithms, and virtual healthcare assistants.
* Collaborated with healthcare providers and government agencies to understand their specific requirements and customize the AI solutions accordingly.

**Implementation Phase:**

* Deployed and integrated the AI-driven solutions into the existing healthcare systems and workflows, ensuring seamless interoperability and data exchange.
* Performed data migration, cleaning, and preprocessing to prepare the healthcare data for AI model training and analysis.
* Developed and trained machine learning models using Nigeria's healthcare data, fine-tuning the models for accurate predictions and recommendations.
* Implemented robotic process automation (RPA) solutions to automate repetitive administrative tasks, such as data entry, claims processing, and report generation.
* Conducted rigorous testing and quality assurance processes to ensure the reliability, accuracy, and performance of the AI-driven solutions.
* Provided on-site support and guidance to healthcare professionals during the initial implementation phase, addressing any concerns or issues that arose.

**Training and Change Management:**

* Designed and delivered comprehensive training programs for healthcare professionals, administrative staff, and government personnel on the usage and integration of the AI-driven systems.
* Conducted workshops and seminars to educate stakeholders on the benefits, capabilities, and limitations of the AI solutions, addressing any concerns or misconceptions.
* Developed user manuals, guidelines, and knowledge base resources to support the adoption and ongoing usage of the AI-driven systems.
* Implemented a change management strategy, including communication campaigns and stakeholder engagement activities, to facilitate a smooth transition to the AI-enabled healthcare ecosystem.

**Ongoing Support and Maintenance:**

* Established a dedicated support team to provide technical assistance, troubleshooting, and maintenance services for the AI-driven solutions.
* Monitored the performance of the AI systems, identified areas for improvement, and implemented updates and enhancements as needed.
* Conducted periodic data refreshes and model retraining to ensure the AI solutions remained accurate and up-to-date with the latest healthcare data and trends.
* Provided ongoing training and knowledge transfer to healthcare staff to ensure the long-term sustainability and effective utilization of the AI-driven systems.

|  |  |
| --- | --- |
| Firms Name |  |
| Authorized  Signature |  |

**B). Assignment Name: Enterprise Automation for a Leading Financial Institution**

1. **Country:** South Africa
2. **Assignment Location:** Johannesburg, Cape Town, Durban
3. **Duration of Assignment:** 30 Months (2.5 years)
4. **Name of Client:**
5. **Start Date:** January 2020
6. **Completion Date:** December 2022
7. **Professional staff provided by your organization:** 8
8. **Number of Person - Months: 210**

| **Staff Name** | **Person-Months** | **Percentage (%)** |
| --- | --- | --- |
| Elizabeth Abua-Okocha | 30 | 14 |
| Amina Abubakar | 28 | 13 |
| Abubakar Sadiq | 26 | 12 |
| Jennifer Uveki | 25 | 12 |
| Emmanuel Somawina Abua-Okocha | 24 | 11 |
| Emmanuel Patrick | 22 | 10 |
| Kaosarat Mustapha | 20 | 10 |
| Daniel Willaims | 18 | 9 |

1. **Name of Associated Consultants If Any:**
2. **No of Persons:** 5
3. **Months of professional staff provided by associated consultants:**

|  |  |  |
| --- | --- | --- |
| **Consultant Name** | **Person-Months** | **Percentage** |
|  | 30 | 14 |
|  | 28 | 13 |
|  | 26 | 12 |
|  | 25 | 12 |
|  | 24 | 11 |

1. **Name of senior staff (Project Director/ Project Coordinator, Project Team leader) involved, and functions performed. (Choose 2 out of the 3 job titles above and write their functions).**

**Elizabeth Abua-Okocha (Project Director)**

**Functions:**

* Providing leadership and vision for the project, aligning it with the client's business objectives and digital transformation goals.
* Managing the project scope, timelines, and resource allocation to ensure successful delivery within budget and schedule.
* Coordinating with key stakeholders, including senior executives from the client organization, technology partners, and internal teams.
* Overseeing the development and implementation of various automation solutions, such as robotic process automation (RPA), intelligent automation, and business process management (BPM).
* Identifying potential risks and challenges and implementing mitigation strategies to address them proactively.
* Ensuring adherence to industry best practices, compliance regulations, and security standards throughout the project lifecycle.
* Monitoring project performance and reporting progress to the client and executive management.

**Amina Abubakar (Project Manager):**

**Functions:**

* Developing detailed project plans, schedules, and resource allocation strategies in collaboration with the Project Director.
* Assembling and leading a cross-functional project team with expertise in automation technologies, process optimization, and change management.
* Assigning tasks and responsibilities to team members based on their skills and expertise.
* Conducting regular team meetings, progress tracking, and status reporting to ensure project activities remained on schedule.
* Managing project risks, issues, and scope changes through proactive communication and effective decision-making.
* Ensuring adherence to project methodologies, quality standards, and best practices throughout the project lifecycle.
* Coordinating with various stakeholders, including business units, IT teams, and third-party vendors, to facilitate seamless collaboration and integration.
* Facilitating knowledge transfer, training, and change management activities to support the successful adoption of automation solutions within the organization.

1. **Detailed Narrative Description of Project:**

**Project Overview:**

Fotismos Global Limited was engaged by FirstBank Group, a leading financial institution in South Africa, to undertake a comprehensive enterprise automation initiative. The primary objective was to streamline operations, enhance efficiency, and drive digital transformation across the bank's various business units and processes.

**Project Scope and Challenges:**

The project encompassed a wide range of banking operations, including customer service, loan processing, account management, compliance, and back-office functions. The key challenges faced included:

1. Legacy Systems and Data Silos: FirstBank Group had multiple legacy systems and data silos, making it difficult to integrate and automate processes seamlessly.
2. Complex Regulatory Landscape: The financial sector is subject to stringent regulations and compliance requirements, necessitating robust security and governance measures.
3. Organizational Resistance to Change: Introducing large-scale automation required overcoming cultural resistance and fostering user adoption across the organization.

**Fotismos’s Approach:**

Fotismos Global Limited adopted a strategic and phased approach to address the challenges and deliver a successful enterprise automation solution:

**Phase 1: Discovery and Assessment**

* Conducted a comprehensive assessment of FirstBank Group's existing processes, systems, and data architecture.
* Identified opportunities for automation and process optimization across various business units.
* Evaluated the organization's readiness for automation and developed a change management strategy.

**Phase 2: Solution Design and Development**

* Designed and architected a scalable and secure automation platform, leveraging technologies such as robotic process automation (RPA), intelligent automation, and business process management (BPM).
* Developed customized automation solutions tailored to FirstBank Group's specific requirements, ensuring seamless integration with existing systems and compliance with regulations.
* Implemented robust security measures, including access controls, data encryption, and audit trails, to protect sensitive financial data.

**Phase 3: Implementation and Rollout**

* Deployed the automation solutions across targeted business units and processes in a phased manner.
* Conducted extensive user training and change management initiatives to facilitate seamless adoption.
* Established a dedicated support team to monitor system performance, troubleshoot issues, and provide ongoing maintenance.

**Phase 4: Continuous Improvement**

* Implemented performance monitoring and analytics to identify areas for further optimization.
* Collaborated with FirstBank Group's teams to refine and enhance the automation solutions based on user feedback and evolving business needs.
* Developed a roadmap for future automation initiatives and expansions to other business areas.

**Project Impact and Benefits:**

The Enterprise Automation project delivered significant benefits to FirstBank Group, including:

* Increased Operational Efficiency: Automated processes streamlined operations, reduced manual effort, and minimized errors, resulting in improved productivity and cost savings.
* Enhanced Customer Experience: Automated processes enabled faster turnaround times, improved accuracy, and consistent service delivery, leading to higher customer satisfaction.
* Regulatory Compliance: Robust automation solutions ensured adherence to regulatory requirements, mitigating risks and facilitating compliance audits.
* Data-driven Decision Making: Centralized data and advanced analytics provided valuable insights for informed decision-making and strategic planning.
* Scalability and Agility: The modular and scalable automation platform enabled FirstBank Group to rapidly adapt to changing business needs and expand automation initiatives across the organization.

**Detailed Description of Actual Services Provided by Our Staff:**

1. **Discovery and Assessment Phase:**

* Conducted extensive on-site assessments and workshops to understand FirstBank Group's existing processes, systems, data flows, and operational challenges across various business units.
* Performed comprehensive process mapping and analysis to identify bottlenecks, inefficiencies, and opportunities for automation.
* Evaluated the organization's technology landscape, including legacy systems, applications, and data sources, to determine integration requirements.
* Assessed the organization's readiness for automation, including cultural factors, change management needs, and stakeholder alignment.
* Developed a detailed automation strategy and roadmap, outlining the scope, prioritization, and phased implementation approach.

1. **Solution Design and Development Phase:**

* Architected a robust and scalable automation platform, leveraging technologies such as robotic process automation (RPA), intelligent automation, and business process management (BPM) tools.
* Designed and developed customized automation solutions tailored to FirstBank Group's specific processes and requirements, ensuring seamless integration with existing systems and data sources.
* Implemented advanced features such as optical character recognition (OCR), natural language processing (NLP), and machine learning capabilities to enable intelligent automation.
* Collaborated with FirstBank Group's IT teams to ensure adherence to security protocols, data privacy regulations, and compliance standards.
* Conducted rigorous testing, including functional, performance, and security testing, to validate the automation solutions before deployment.

1. **Implementation and Rollout Phase:**

* Deployed the automation solutions across targeted business units and processes in a phased manner, following a structured implementation plan.
* Provided comprehensive training and knowledge transfer sessions to FirstBank Group's staff, including end-users, IT teams, and support personnel.
* Developed user manuals, guides, and documentation to support the adoption and ongoing maintenance of the automation solutions.
* Established a dedicated support team to monitor system performance, troubleshoot issues, and provide ongoing maintenance and support services.
* Facilitated change management activities, including communication campaigns, stakeholder engagement, and addressing user resistance to ensure successful adoption.

1. **Continuous Improvement Phase:**

* Implemented performance monitoring and analytics tools to track key metrics, identify bottlenecks, and gather feedback from end-users.
* Conducted regular review sessions with FirstBank Group's stakeholders to discuss improvement opportunities and evolving business needs.
* Refined and enhanced the automation solutions based on user feedback, performance data, and changing regulatory or operational requirements.
* Developed a roadmap for future automation initiatives, identifying additional processes and business areas for potential automation.
* Provided ongoing knowledge transfer and training to FirstBank Group's internal teams to enable self-sufficiency and sustainable automation capabilities.

Throughout the project, Fotismos Global Solutions' staff worked closely with FirstBank Group's teams, leveraging their expertise in process automation, technology integration, change management, and project delivery. Their collaborative approach and commitment to excellence ensured the successful implementation of the Enterprise Automation initiative, driving operational efficiency, cost savings, and digital transformation within the organization.

|  |  |
| --- | --- |
| Firms Name |  |
| Authorized  Signature |  |

**C). Assignment Name: National Digital Education Transformation**

* **Country:** Nigeria
* **Assignment Location:** Lagos
* **Duration of Assignment:** 12 Months (1 year)
* **Name of Client:**
* **Start Date:** July 2022
* **Completion Date:** June 2023
* **Professional staff provided by your organization:** 4
* **Number of Person - Months: 48**

| **Staff Name** | **Person-Months** | **Percentage (%)** |
| --- | --- | --- |
| Elizabeth Abua-Okocha | 12 | 100 |
| Amina Abubakar | 10 | 83 |
| Abubakar Sadiq | 10 | 83 |
| Jennifer Uveki | 8 | 67 |

* **Name of Associated Consultants If Any:**
* **No of Persons:** 5
* **Months of professional staff provided by associated consultants:**

|  |  |  |
| --- | --- | --- |
| **Consultant Name** | **Person-Months** | **Percentage** |
|  | 10 | 83 |
|  | 10 | 83 |
|  | 8 | 67 |
|  | 6 | 50 |
|  | 6 | 50 |

**Name of senior staff (Project Director/ Project Coordinator, Project Team leader) involved, and functions performed. (Choose 2 out of the 3 job titles above and write their functions).**

**Elizabeth Abua-Okocha (Project Director):**

As the Project Director for the National Digital Education Transformation initiative, Elizabeth Abua-Okocha played a pivotal role in leading the strategic planning, execution, and oversight of this comprehensive project. Her key responsibilities included:

* Providing visionary leadership and setting the overall direction for the digital transformation of the education sector, in alignment with national goals and priorities.
* Managing the project scope, timelines, and resources to ensure successful delivery within budget and schedule.
* Coordinating with key stakeholders, including government agencies, educational institutions, technology partners, and international organizations.
* Overseeing the development and implementation of digital learning platforms, educational content, and supporting infrastructure.
* Identifying potential risks and challenges, and implementing mitigation strategies to address them proactively.
* Ensuring compliance with relevant regulations, standards, and best practices in the education sector.
* Monitoring project performance and reporting progress to senior government officials and project sponsors.

**Abubakar Sadiq (Project Manager):**

Abubakar Sadiq served as the Project Manager, responsible for the day-to-day execution and coordination of the National Digital Education Transformation project. His key functions included:

* Developing detailed project plans, schedules, and resource allocation strategies in collaboration with the Project Director.
* Assembling and leading a cross-functional project team with expertise in educational technology, digital content development, and change management.
* Assigning tasks and responsibilities to team members based on their skills and expertise.
* Conducting regular team meetings, progress tracking, and status reporting to ensure project activities remained on schedule.
* Managing project risks, issues, and scope changes through proactive communication and effective decision-making.
* Coordinating with various stakeholders, including educational institutions, technology vendors, and government agencies, to facilitate seamless collaboration and integration.
* Facilitating knowledge transfer, training, and change management activities to support the successful adoption of digital learning solutions within the education sector.

1. **Detailed Narrative Description of Project:**

Fotismos Global Limited was commissioned by the national government to lead a comprehensive digital transformation initiative aimed at modernizing the education sector and fostering a technology-driven learning environment across the country.

**Project Challenges:**

**The project faced several challenges, including:**

* Uneven Access to Technology: Many educational institutions, particularly in remote and underdeveloped areas, lacked adequate access to technology infrastructure and digital resources.
* Resistance to Change: Transitioning from traditional teaching methods to digital learning platforms required overcoming cultural resistance and fostering adoption among educators and students.
* Quality and Relevance of Digital Content: Developing high-quality, culturally relevant, and engaging digital educational content aligned with national curricula was a significant undertaking.
* Integration and Interoperability: Ensuring seamless integration and interoperability between various digital learning platforms, existing educational systems, and supporting infrastructure was crucial for a cohesive learning experience.

**Fotismos’s Approach:**

Fotismos Global Limited adopted a comprehensive and phased approach to address these challenges and deliver a successful national digital education transformation:

**Phase 1: Strategic Planning and Assessment**

* Conducted extensive consultations with stakeholders, including government agencies, educational institutions, educators, students, and technology experts, to understand their needs and requirements.
* Assessed the existing technology infrastructure, digital resources, and readiness levels across various educational institutions and regions.
* Developed a strategic roadmap and implementation plan for the national digital education transformation, considering regional disparities and resource constraints.

**Phase 2: Infrastructure Development and Deployment**

* Collaborated with technology partners to design and deploy a robust and scalable digital learning infrastructure, including high-speed internet connectivity, computer labs, and supporting hardware and software.
* Implemented secure and reliable cloud-based platforms for hosting digital educational content, learning management systems, and collaboration tools.
* Conducted pilot deployments in selected educational institutions to test and refine the infrastructure and digital solutions before nationwide rollout.

**Phase 3: Digital Content Development and Curation**

* Established a dedicated team of subject matter experts, instructional designers, and multimedia professionals to develop high-quality, interactive, and engaging digital educational content.
* Curated and digitized existing educational resources, ensuring alignment with national curricula and educational standards.
* Implemented accessibility features and localization to cater to diverse learner needs and cultural contexts.

**Phase 4: Training and Change Management**

* Designed and delivered comprehensive training programs for educators, administrators, and support staff to build their digital literacy and proficiency in using the new digital learning solutions.
* Implemented a robust change management strategy to address resistance, foster adoption, and cultivate a culture of continuous learning and innovation within the education sector.
* Established dedicated support channels and knowledge-sharing platforms to facilitate ongoing learning and collaboration among educators and institutions.

**Phase 5: Monitoring, Evaluation, and Continuous Improvement**

* Implemented robust monitoring and evaluation mechanisms to track the impact and effectiveness of the digital education transformation initiative.
* Collected feedback from educators, students, and stakeholders to identify areas for improvement and refine the digital solutions.
* Developed a roadmap for continuous enhancement, expansion, and integration of emerging technologies in the education sector.

Through this transformative project, Fotismos Global Limited successfully led the nationwide digital education transformation, enabling equitable access to quality education, fostering innovative teaching and learning practices, and empowering students with the skills and knowledge required for the digital age.

1. **Detailed Description of Actual Services Provided by Our Staff:**

**Strategic Planning and Assessment Phase:**

* Conducted extensive stakeholder consultations, focus group discussions, and surveys to gather requirements and understand the needs of educators, students, institutions, and government agencies.
* Performed a comprehensive assessment of the existing technology infrastructure, digital resources, and readiness levels across various educational institutions and regions.
* Analyzed national curricula, educational standards, and best practices to inform the development of digital learning solutions.
* Developed a strategic roadmap and implementation plan, including timelines, resource allocation, and budget estimates, for the nationwide digital education transformation initiative.

**Infrastructure Development and Deployment Phase:**

* Collaborated with technology partners to design and architect a robust and scalable digital learning infrastructure, including high-speed internet connectivity, computer labs, and supporting hardware and software.
* Implemented secure and reliable cloud-based platforms for hosting digital educational content, learning management systems (LMS), virtual classrooms, and collaboration tools.
* Integrated the digital learning solutions with existing educational systems and databases to enable seamless data exchange and synchronization.
* Conducted pilot deployments in selected educational institutions to test and refine the infrastructure and digital solutions before nationwide rollout.
* Provided on-site support and guidance during the deployment and integration phases, addressing any technical issues or challenges that arose.

**Digital Content Development and Curation Phase:**

* Assembled a dedicated team of subject matter experts, instructional designers, multimedia specialists, and digital content developers.
* Developed high-quality, interactive, and engaging digital educational content, including e-learning modules, videos, simulations, and assessments, aligned with national curricula and educational standards.
* Curated and digitized existing educational resources, ensuring quality control, accessibility, and compliance with intellectual property rights.
* Implemented localization and accessibility features to cater to diverse learner needs, languages, and cultural contexts.
* Conducted extensive quality assurance and testing of the digital content to ensure accuracy, effectiveness, and user-friendliness.

**Training and Change Management Phase:**

* Designed and delivered comprehensive training programs for educators, administrators, and support staff on the effective use of digital learning solutions, including LMS, virtual classrooms, and educational technologies.
* Conducted workshops and train-the-trainer sessions to build internal capacity and enable sustainable knowledge transfer within educational institutions.
* Implemented a robust change management strategy, including communication campaigns, stakeholder engagement activities, and addressing cultural resistance to foster adoption and drive behavioral changes.
* Established dedicated support channels, such as helpdesks, online forums, and knowledge-sharing platforms, to provide ongoing assistance and facilitate collaboration among educators and institutions.

**Monitoring, Evaluation, and Continuous Improvement Phase:**

* Implemented robust monitoring and evaluation mechanisms, including data analytics and reporting tools, to track the impact and effectiveness of the digital education transformation initiative.
* Collected feedback from educators, students, and stakeholders through surveys, focus groups, and user experience studies to identify areas for improvement and refine the digital solutions.
* Conducted regular review sessions with government agencies and stakeholders to discuss performance metrics, emerging trends, and potential enhancements.
* Developed a roadmap for continuous enhancement, expansion, and integration of emerging technologies, such as artificial intelligence, virtual reality, and adaptive learning, in the education sector.
* Provided ongoing support, maintenance, and knowledge transfer to ensure the long-term sustainability and scalability of the digital education transformation initiative.

Throughout the project, Fotismos Global Solutions' staff worked closely with government agencies, educational institutions, technology partners, and international organizations, leveraging their expertise in educational technology, digital content development, change management, and project delivery. Their collaborative approach and commitment to excellence ensured the successful implementation of this transformative initiative, enabling equitable access to quality education and fostering a technology-driven learning environment across the country.

|  |  |
| --- | --- |
| Firms Name |  |
| Authorized  Signature |  |

1. **Approach to the Terms of Reference**
2. **Technical Approach and Methodology**

**Understanding of the Objectives**

The primary objectives of the Import/Export Automation Project are:

1. Develop a Centralized Portal: Facilitate seamless interaction among all stakeholders in the import and export processes.
2. Create a Single Data Repository: Enable efficient data exchange for the government and trading community.
3. Deploy Scanners: Enhance inspection processes across sea, air, and land border posts.

**Approach to Services A & B**

**Service A: Select and Evaluate IT Consulting Firm**

1. Understanding: The goal is to hire an IT firm to automate and streamline the import process.

**Methodology:**

1. Identify Firms: Conduct market research to shortlist qualified IT consulting firms.
2. Develop Terms of Reference: Outline clear project goals, deliverables, and timelines.
3. Evaluation Criteria: Establish criteria focused on technical expertise, past performance, and cost-effectiveness.
4. Evaluation Process: Review proposals, score based on set criteria, and shortlist top firms.
5. Negotiation and Onboarding: Negotiate terms, finalize the contract, and onboard the selected firm.
6. KPIs and Reporting: Develop KPIs for monitoring and submit monthly performance reports.
7. Expected Output: A highly qualified IT consulting firm onboarded and aligned with project goals.

**Service B: Conduct Field Visit to the Port**

1. Understanding: The aim is to identify and address bottlenecks in the importation and clearing process.

**Methodology:**

1. Shadowing Plan: Develop a detailed plan to shadow licensed customs agents.
2. Identify Agents: Select experienced agents for comprehensive process observation.
3. Field Visit Execution: Conduct on-site visits, document processes, and interactions.
4. Bottleneck Identification: Analyze observations to pinpoint inefficiencies.
5. Recommendations: Provide actionable solutions to streamline processes.
6. Documentation: Compile findings and recommendations in a detailed report.
7. Expected Output: Detailed report highlighting bottlenecks and proposed process improvements.

**Methodology for Carrying Out the Activities**

1. Data Collection and Analysis:

* Use a combination of direct observation, stakeholder interviews, and document review to gather comprehensive data.
* Apply qualitative and quantitative analysis techniques to interpret the data and identify key issues.

1. Comparative Analysis:

* Evaluate current processes against best practices and technological standards.
* Compare alternative solutions based on effectiveness, feasibility, and cost.

1. Technical Solutions:

* Develop scalable and integrated IT solutions for the centralized portal and data repository.
* Ensure the solutions are compatible with existing systems and future technological advancements.
* Deploy and test scanners to ensure seamless operation across all border posts.

**Problems Being Addressed and Their Importance**

1. Inefficiency and Redundancy: Current processes are time-consuming and involve redundant steps.

* Importance: Streamlining these processes will significantly reduce delays and operational costs.

1. Data Fragmentation: Lack of a centralized data repository leads to data inconsistency and accessibility issues.

* Importance: A unified data repository will enhance data accuracy and availability for decision-making.

1. Manual Inspection Bottlenecks: Manual inspections at border posts are prone to delays and errors.

* Importance: Automated scanners will improve inspection efficiency and accuracy, facilitating faster clearances.

**Compatibility of Methodologies with Proposed Approach**

1. Stakeholder Engagement: Regular consultation with stakeholders ensures the solutions meet their needs and expectations.
2. Agile Project Management: Using agile methodologies allows for flexibility and iterative improvement throughout the project.
3. Robust Testing and Quality Assurance: Implementing rigorous testing phases ensures the reliability and effectiveness of the solutions.

By adopting this technical approach and methodology, Fotismos Global Limited can effectively address the client’s objectives, ensuring a streamlined and efficient import/export process that leverages the latest technological advancements.

1. Suggested Modifications and Adjustments to the Terms of Reference
2. Modifications to Selection and Evaluation of IT Project Managers
3. Expanded Scope of Expertise:

Original: Focus on firms with experience in automating and streamlining import processes.

Modification: Include criteria for firms with expertise in deploying integrated customs and border management solutions, data analytics, and cybersecurity.

1. Enhanced Evaluation Criteria:

Original: Criteria focused on technical capabilities, previous experience, proposed methodologies, and cost.

Modification: Add criteria for innovation potential, scalability of solutions, and sustainability practices. Include a weighting system for each criterion to ensure a balanced evaluation.

1. Comprehensive RFP Process:

Original: Standard proposal submission and review process.

Modification: Implement a two-stage RFP process:

* Stage 1: Request for Qualifications (RFQ) to shortlist firms based on their qualifications and past performance.
* Stage 2: Request for Proposal (RFP) from shortlisted firms, including detailed technical and financial proposals.

1. Interactive Evaluation Methods:

Original: Evaluation of written proposals.

Modification: Include interactive evaluation methods such as:

* Technical Demonstrations: Require firms to demonstrate their proposed solutions through live demos or prototypes.
* Interviews and Presentations: Conduct interviews with key team members and presentations to assess their approach and expertise.

1. Enhanced Onboarding Procedures:

Original: Standard onboarding of the selected IT consulting firm.

Modification: Develop a comprehensive onboarding program that includes:

* Orientation Sessions: Detailed orientation on project objectives, timelines, and stakeholder expectations.
* Integration Workshops: Collaborative workshops with the client’s team to align on processes, roles, and responsibilities.
* Performance Monitoring Tools: Implement real-time performance monitoring tools to track progress and ensure transparency.

1. Risk Management Framework:

Original: General project management practices.

Modification: Develop a robust risk management framework that includes:

* Risk Identification and Assessment: Identify potential risks related to technology, data security, and project timelines.
* Mitigation Strategies: Develop and implement strategies to mitigate identified risks.
* Regular Risk Reviews: Conduct regular risk review meetings to update and manage risks throughout the project lifecycle.

1. Ongoing Support and Training:

Original: Onboarding and initial setup.

Modification: Ensure the IT consulting firm provides ongoing support and training:

* Training Programs: Regular training sessions for the client’s staff to ensure they are adept at using new systems and technologies.
* Post-Implementation Support: Provide post-implementation support to address any issues and ensure smooth operation.

1. Stakeholder Feedback Mechanism:

Original: Monthly assessment and performance report.

Modification: Implement a stakeholder feedback mechanism to gather insights and suggestions:

* Regular Feedback Sessions: Scheduled sessions with stakeholders to discuss progress and gather feedback.
* Feedback Integration: Ensure feedback is systematically integrated into the project management process for continuous improvement.

By incorporating these modifications, the selection and evaluation process for IT project managers will be more comprehensive, ensuring that the chosen firm is highly qualified, innovative, and capable of delivering the desired outcomes efficiently and effectively.

1. Modification/Adjustments to Field visits

**Enhanced Planning and Preparation**

1. Expanded Stakeholder Involvement:

Original: Plan to shadow licensed customs agents.

Modification: Involve a broader range of stakeholders, including port authorities, logistics companies, and import/export businesses, to gain a holistic view of the process.

1. Comprehensive Visit Plan:

Original: Develop a plan for shadowing customs agents.

Modification: Create a detailed field visit plan that includes:

Pre-Visit Workshops: Conduct workshops with stakeholders to understand their pain points and expectations.

Visit Objectives: Clearly define specific objectives for each visit to ensure focused data collection.

**Enhanced Data Collection Methods**

1. Use of Technology for Data Collection:

Original: Document the process flow during visits.

Modification: Utilize technology such as mobile apps, GPS tracking, and digital forms to collect real-time data during the visits.

Video Documentation: Record video walkthroughs of the processes to capture detailed insights and provide visual references for analysis.

**Comprehensive Process Mapping:**

Original: Document process flow.

Modification: Develop detailed process maps using tools like flowcharts and process diagrams to visualize each step, decision point, and bottleneck.

**In-Depth Analysis and Bottleneck Identification**

1. Root Cause Analysis:

Original: Identify key bottlenecks.

Modification: Conduct root cause analysis workshops with field visit participants to identify underlying issues and their causes.

Fishbone Diagrams: Use fishbone diagrams (Ishikawa diagrams) to systematically explore potential causes of bottlenecks.

1. Simulation and Modeling:

Original: Provide recommendations to simplify processes.

Modification: Use simulation and process modeling tools to test proposed changes and predict their impact before implementation.

**Detailed Reporting and Recommendations**

1. Enhanced Reporting Structure:

Original: Document findings and recommendations.

Modification: Develop a structured reporting format that includes:

Executive Summary: Highlight key findings and recommendations.

Detailed Analysis: Provide in-depth analysis of each bottleneck and proposed solutions.

Visual Aids: Include charts, graphs, and process maps to support the findings.

1. Actionable Recommendations:

Original: Provide recommendations.

Modification: Ensure recommendations are specific, actionable, and prioritized based on impact and feasibility.

Implementation Plan: Develop a detailed implementation plan for each recommendation, including timelines, resource requirements, and responsible parties.

**Post-Visit Follow-Up and Monitoring**

1. Continuous Improvement Loop:

Original: Submit findings to the PMO.

Modification: Establish a continuous improvement loop that includes:

Regular Follow-Up Visits: Schedule follow-up visits to monitor the implementation of recommendations and assess their effectiveness.

Feedback Mechanism: Implement a feedback mechanism for stakeholders to report on the progress and impact of changes.

1. Training and Capacity Building:

Original: General observation and reporting.

Modification: Conduct training sessions for customs agents and other stakeholders on best practices identified during the field visits.

Knowledge Sharing: Develop knowledge-sharing platforms (e.g., online forums, workshops) to disseminate best practices and lessons learned.

By incorporating these modifications and adjustments, the field visits will be more comprehensive, data-driven, and impactful, ensuring that the insights gathered lead to actionable improvements in the import and export processes.

1. Additional Resources /Counterpart staff and services required
2. Counterpart services required for Selection and Evaluation of IT Project Managers

To ensure the successful selection and evaluation of IT Project Managers for the import/export automation project, the following counterpart services will be essential:

**1. Project Management Office (PMO) Support:**

* Coordination: The PMO will coordinate all activities related to the selection and evaluation process, ensuring that timelines and deliverables are met.
* Documentation: Assist in the preparation and maintenance of all necessary documentation, including Terms of Reference (ToR), evaluation criteria, and reporting templates.

**2. Stakeholder Engagement:**

* Identification of Stakeholders: Help identify and engage relevant stakeholders from government agencies, trade associations, and the private sector to provide input and feedback during the selection process.
* Workshops and Meetings: Organize and facilitate workshops and meetings with stakeholders to discuss project requirements, expectations, and evaluation criteria.

**3. Legal and Contractual Support:**

* Contract Preparation: Provide legal expertise to draft and review contracts and agreements with the selected IT consulting firm.
* Compliance: Ensure that all contractual arrangements comply with local regulations and organizational policies.

**4. Technical Expertise:**

* Requirements Definition: Assist in defining technical requirements and specifications for the automation project to ensure alignment with project objectives.
* Evaluation Panel: Provide technical experts to be part of the evaluation panel, offering insights and assessments of the proposals' technical merits.

**5.Procurement Support:**

* RFP Process Management: Manage the Request for Proposal (RFP) process, including the issuance of the RFP, collection of proposals, and communication with bidding firms.
* Bid Evaluation: Support the evaluation of bids by preparing scoring templates, organizing proposal review sessions, and compiling evaluation results.

**6. Financial Analysis:**

* Budget Assessment: Assist in assessing the financial aspects of proposals, ensuring that cost estimates are realistic and within budget constraints.
* Value for Money Analysis: Conduct value for money analysis to determine the best combination of cost, quality, and sustainability.

**7. Administrative Support:**

* Logistics: Provide logistical support for meetings, interviews, and site visits, ensuring that all necessary arrangements are in place.
* Record Keeping: Maintain detailed records of all selection and evaluation activities, ensuring transparency and accountability.

**8. IT Infrastructure and Tools:**

* Evaluation Tools: Provide access to evaluation tools and software that can streamline the assessment process, such as scoring systems, document management platforms, and communication tools.
* Technical Support: Ensure technical support is available for the evaluation team, particularly for remote or virtual evaluation processes.

**9. Risk Management:**

* Risk Identification and Mitigation: Assist in identifying potential risks associated with the selection process and develop mitigation strategies to address them.
* Contingency Planning: Prepare contingency plans to address unforeseen issues that may arise during the selection and evaluation process.

**10. Monitoring and Reporting:**

* Progress Tracking: Establish mechanisms for tracking the progress of the selection and evaluation process, ensuring that milestones are achieved on time.
* Reporting: Provide regular updates and reports to the project secretariat and other relevant bodies, highlighting progress, challenges, and next steps.

1. Counterpart services required for Field visits

|  |  |  |
| --- | --- | --- |
| S/N | Requirements | Cost/Month |
| 1 | Transportation | ₦720,000 |
| 2 | Workshops | ₦1,020,000 |
| 3 | Data Collection Tools | ₦1,080,000 |

1. Workplan (Copy and Paste on document in landscape. Include these 2 activities – present weekly reports or present monthly reports; obtain final approval)

|  |
| --- |
| **Week 1: Project Initiation and Planning** |
| Task: Kick-off and Detailed Planning |
| Activity 1: Conduct project kick-off meeting with all stakeholders. |
| Activity 2: Define project objectives, scope, and deliverables. |
| Activity 3: Assign project roles and responsibilities. |
| Activity 4: Develop a detailed project plan and timeline. |
| Activity 5: Set up communication channels and reporting structure. |
| **Week 2: Identify Potential IT Consulting Firms** |
| Task: Market Research and Shortlisting |
| Activity 1: Research potential IT consulting firms specializing in import/export automation. |
| Activity 2: Compile a list of candidate firms. |
| Activity 3: Develop a Request for Proposal (RFP) document. |
| Activity 4: Send out RFPs to shortlisted firms. |
| Activity 5: Schedule initial meetings with interested firms. |
| **Week 3: Develop Terms of Reference** |
| Task: Draft Terms of Reference (TOR) |
| Activity 1: Define the scope of work for IT consulting firms. |
| Activity 2: Outline the objectives and deliverables for the consultants. |
| Activity 3: Specify the evaluation criteria for selecting firms. |
| Activity 4: Review and finalize the TOR with stakeholders. |
| Activity 5: Distribute the TOR to shortlisted firms. |
| **Week 4: Evaluation Criteria Development** |
| Task: Create Evaluation Framework |
| Activity 1: Develop detailed criteria for evaluating proposals. |
| Activity 2: Set up a scoring system for proposal assessment. |
| Activity 3: Establish a review committee. |
| Activity 4: Train committee members on evaluation criteria. |
| Activity 5: Prepare evaluation templates and documents. |
| **Week 5: Proposal Evaluation** |
| Task: Assess Received Proposals |
| Activity 1: Collect proposals from consulting firms. |
| Activity 2: Conduct preliminary screening of proposals. |
| Activity 3: Score proposals based on established criteria. |
| Activity 4: Hold review meetings to discuss evaluations. |
| Activity 5: Shortlist top consulting firms for further consideration. |
| **Week 6: Negotiations with Chosen IT Consulting Firm** |
| Task: Finalize Selection and Negotiate Terms |
| Activity 1: Notify shortlisted firms and schedule negotiation meetings. |
| Activity 2: Conduct negotiations on terms, deliverables, and pricing. |
| Activity 3: Draft contract and scope of work documents. |
| Activity 4: Review contract terms with the legal team. |
| Activity 5: Finalize and sign the contract with the chosen firm. |
| **Week 7: Onboard IT Consulting Firm** |
| Task: Integration and Orientation |
| Activity 1: Introduce the IT consulting firm to the project team. |
| Activity 2: Conduct orientation sessions on project objectives and expectations. |
| Activity 3: Provide access to necessary resources and information. |
| Activity 4: Set up regular status meetings and reporting mechanisms. |
| Activity 5: Develop a work plan and timeline with the consulting firm. |
| **Week 8: Develop Key Performance Indicators (KPIs)** |
| Task: Establish Metrics for Success |
| Activity 1: Identify critical success factors for the project. |
| Activity 2: Develop KPIs to measure progress and performance. |
| Activity 3: Review KPIs with stakeholders for feedback. |
| Activity 4: Finalize and document KPIs. |
| Activity 5: Integrate KPIs into the project management plan. |
| **Week 9: Conduct Field Visit Plan Development** |
| Task: Plan Field Operations |
| Activity 1: Develop a detailed plan for shadowing customs agents. |
| Activity 2: Identify key ports and customs agents for the visit. |
| Activity 3: Schedule field visits and coordinate logistics. |
| Activity 4: Prepare documentation templates for process flow observations. |
| Activity 5: Conduct pre-visit briefings with the field visit team. |
| **Week 10: Field Operations Visit** |
| Task: Execute Field Visits |
| Activity 1: Conduct field visits to selected ports. |
| Activity 2: Shadow customs agents and document the clearing process. |
| Activity 3: Identify and record bottlenecks and inefficiencies. |
| Activity 4: Collect data and feedback from customs agents. |
| Activity 5: Compile field visit observations and preliminary findings. |
| **Week 11: Analyze Field Visit Findings** |
| Task: Data Analysis and Bottleneck Identification |
| Activity 1: Review and analyze field visit data. |
| Activity 2: Identify key bottlenecks and areas for improvement. |
| Activity 3: Develop recommendations to address identified issues. |
| Activity 4: Prepare a detailed report on findings and recommendations. |
| Activity 5: Present the report to the project management office (PMO). |
| **Week 12: Implement Recommendations** |
| Task: Action Plan Development and Execution |
| Activity 1: Develop an action plan to implement recommendations. |
| Activity 2: Assign responsibilities for implementing changes. |
| Activity 3: Schedule follow-up visits to monitor progress. |
| Activity 4: Provide training and support to customs agents and stakeholders. |
| Activity 5: Document the implementation process and outcomes. |
| **Week 13: Monitor and Evaluate IT Consulting Firm** |
| Task: Performance Assessment |
| Activity 1: Monitor the IT consulting firm's progress against KPIs. |
| Activity 2: Conduct regular status meetings and reviews. |
| Activity 3: Provide feedback and support to the consulting firm. |
| Activity 4: Develop and submit monthly performance reports to the PMO. |
| Activity 5: Address any issues or deviations from the project plan. |
| **Week 14: Continuous Improvement and Feedback** |
| Task: Gather and Analyze Feedback |
| Activity 1: Collect feedback from stakeholders on the project’s progress. |
| Activity 2: Analyze feedback to identify areas for further improvement. |
| Activity 3: Adjust project plans and strategies based on feedback. |
| Activity 4: Document lessons learned and best practices. |
| Activity 5: Share findings with all stakeholders for continuous improvement. |
| **Week 15: Project Closure and Handover** |
| Task: Finalize and Close the Project |
| Activity 1: Review and finalize all project deliverables. |
| Activity 2: Conduct a project closure meeting with stakeholders. |
| Activity 3: Handover documentation and resources to the client. |
| Activity 4: Conduct a final performance review of the IT consulting firm. |
| Activity 5: Prepare and submit a comprehensive project closure report. |

1. Technical Expertise of Team Members
2. Detailed CVs

**PROJECT MANAGER**

**Name:** Elizabeth Abua-Okocha

**Nationality:** Nigerian

**Membership in Professional Societies:**

* Member, Project Management Institute (PMI)
* Member, Nigerian Institute of Management (NIM)
* Business Consultancy (BSG) Certification

**Education:**

* B.A. English – Benson Idahosa University, Benin, Edo state

**Other Training:**

* Certified Project Management Professional (PMP), PMI
* Certified Information Systems Auditor (CISA), ISACA
* Advanced Leadership Program, Lagos Business School

**Employment Record:**

**Fotismos Global Innovation**

**Chief Executive Officer**

*2019 - Present*

* Led multiple large-scale IT projects, focusing on process automation and digital transformation.
* Successfully managed a $500,000 project for the development and deployment of a centralized import/export automation system for a major government agency.
* Spearheaded the implementation of a blockchain-based supply chain management system for a multinational logistics company, improving transparency and efficiency.

**Fotismos Global Innovation**

**Chief Operating Officer**

*2017 - 2019*

* Provided consultancy services for various IT infrastructure projects across different industries.
* Managed a team of consultants for the deployment of an enterprise resource planning (ERP) system for a leading manufacturing firm.
* Developed and executed IT strategies for small and medium-sized enterprises to enhance their digital presence and operational efficiency.

**Works Undertaken That Best Illustrate Capability to Handle This Assignment:**

*Blockchain-Based Supply Chain Management System, Multinational Logistics Company*

**Project Manager**

* Implemented a blockchain solution to improve transparency and security within the supply chain.
* Integrated the system with existing logistics management software, enhancing real-time tracking and data integrity.
* Achieved a 30% reduction in supply chain discrepancies and improved stakeholder confidence.

*ERP System Deployment, Manufacturing Firm*

**Senior IT Consultant**

* Oversaw the deployment of an ERP system that integrated various business processes, including finance, HR, and supply chain.
* Conducted training sessions for over 200 employees to ensure smooth adoption of the new system.
* Enhanced operational efficiency by 25% and provided ongoing support for system optimization.

**IT CONSULTANT**

**Name:** Amina Abubakar

**Nationality:** Nigerian

**Membership in Professional Societies:**

* Member, Nigeria Computer Society (NCS)
* Member, International Association of IT Consultants (IAITC)

**Education:**

* MSc in Information Systems, University of Ibadan, Nigeria
* BSc in Computer Engineering, University of Nigeria, Nsukka

**Other Training:**

* Certified Information Technology Infrastructure Library (ITIL) Expert
* Certified ScrumMaster (CSM), Scrum Alliance
* Advanced Data Analytics Training, Coursera

**Employment Record:**

**Fotismos Global Innovation**

**IT Consultant**

*April 2016 - Present*

* Provided consultancy on IT projects focusing on process automation and digital transformation.
* Developed terms of reference (TOR) and evaluation criteria for various IT projects.
* Conducted assessments and evaluations of IT consulting firms, leading to successful project partnerships.

**TechWave Solutions**

**IT Analyst**

*July 2011 - March 2016*

* Assisted in the implementation of IT infrastructure projects for corporate clients.
* Conducted business analysis and developed IT solutions to meet client needs.
* Managed project documentation and provided technical support for ongoing projects.

***Works Undertaken That Best Illustrate Capability to Handle This Assignment:***

*Digital Transformation Initiative, Financial Services Company*

**IT Consultant**

* Developed and implemented digital transformation strategies to enhance operational efficiency.
* Introduced automation tools that reduced manual processing time by 50%.
* Conducted training sessions for employees to ensure successful adoption of new technologies.

*IT Infrastructure Upgrade, Telecommunications Company*

**IT Analyst**

* Assisted in the planning and execution of a major IT infrastructure upgrade.
* Analyzed existing systems and identified areas for improvement.
* Provided ongoing support and technical expertise to ensure smooth project completion.

**LOGISTICS COORDINATOR**

**Name:** Abubakar Sadiq

**Nationality:** Nigerian

**Membership in Professional Societies:**

* Member, Chartered Institute of Logistics and Transport (CILT)
* Member, Nigerian Association of Logistics Professionals (NALP)

**Education:**

* MSc in Supply Chain Management, Lagos State University, Nigeria
* BSc in Logistics and Transport Management, University of Lagos, Nigeria

**Other Training:**

* Certified Logistics and Supply Chain Professional (CLSP)
* Advanced Certificate in Logistics Operations, Lagos Business School
* Project Management Training, Coursera

**Employment Record:**

**Fotismos Global Innovation**

**Logistics Coordinator**

*January 2018 - Present*

* Coordinated logistics for large-scale IT projects, ensuring efficient planning and execution.
* Managed transportation and accommodation logistics for field visits and stakeholder meetings.
* Developed and implemented logistics plans to support project objectives.

**Global Logistics Ltd.**

**Logistics Manager**

*June 2013 - December 2017*

* Oversaw logistics operations for a leading logistics company, managing a team of logistics professionals.
* Planned and executed logistics strategies for national and international projects.
* Improved logistics efficiency by optimizing transportation routes and managing supply chain processes.

**Works Undertaken That Best Illustrate Capability to Handle This Assignment:**

***Logistics Support for IT Infrastructure Project, Multinational Corporation***

**Logistics Coordinator**

* Developed and implemented a comprehensive logistics plan for the deployment of IT infrastructure across multiple locations.
* Coordinated the transportation and delivery of IT equipment and materials to project sites.
* Successfully managed logistics operations, ensuring timely completion of project milestones.

***Supply Chain Optimization Project, Manufacturing Company***

**Logistics Manager**

* Led a supply chain optimization project that resulted in a 20% reduction in transportation costs.
* Analyzed existing logistics processes and identified areas for improvement.
* Implemented new logistics strategies, improving overall supply chain efficiency, and reducing lead times.

**DATA ANALYST**

#### **Name:** Jennifer Uveki

#### **Nationality:** Nigerian

#### **Membership in Professional Societies:**

* Member, Data Science Nigeria (DSN)
* Member, International Institute for Analytics (IIA)

#### **Education:**

* MSc in Data Science, University of Lagos, Nigeria
* BSc in Statistics, University of Ibadan, Nigeria

#### **Other Training:**

* Certified Data Analyst (CDA), INFORMS
* Advanced Analytics Certification, Coursera
* Machine Learning and AI Certificate, edX

#### **Employment Record:**

**Fotismos Global Innovation**

***Data Analyst***

*March 2017 - Present*

* Analyzed data from various IT projects to inform decision-making and optimize processes.
* Developed key performance indicators (KPIs) and performance metrics for project assessment.
* Conducted data analysis for field visit reports, identifying trends and providing actionable insights.

**TechData Solutions**

***Junior Data Analyst***

*September 2013 - February 2017*

* Supported data analysis projects for corporate clients, including data cleaning and visualization.
* Assisted in the development of data models and predictive analytics solutions.
* Provided data-driven recommendations to improve business operations.

#### **Works Undertaken That Best Illustrate Capability to Handle This Assignment:**

*Data Analyst*

* Created a comprehensive set of KPIs to measure the impact of digital transformation initiatives.
* Analyzed project data to identify areas of improvement and success.
* Provided ongoing data analysis support to ensure the project met its objectives.

**Predictive Analytics Project for Retail Company**

*Junior Data Analyst*

* Developed predictive models to forecast sales and inventory needs.
* Analyzed historical sales data to identify trends and inform business strategy.
* Improved inventory management processes, reducing excess stock and minimizing stockouts.

**STAKEHOLDER MANAGER**

**Name:** Emmanuel Somawina, Abua-Okocha

**Nationality:** Nigerian

**Membership in Professional Societies:**

* Member, International Association for Public Participation (IAP2)
* Member, Nigerian Institute of Public Relations (NIPR)
* Member, International Bar Association (IBA)
* Member, Nigeria Bar Association (NBA)

**Education:**

* MPhil in Leadership and Strategic Studies, Nigeria Defense Academy, Kaduna
* Masters Development Studies (MDS), Nigeria Defense Academy, Kaduna
* Barrister at Law and Solicitor of the Supreme Court, [BL] Hons
* Bachelor of Laws, (LL.B) Hons, University of Benin, Edo state

**Other Training:**

* Certified Stakeholder Engagement Professional (CSEP), IAP2
* WTO Trade Facilitation Agreement and Regional Trade Facilitation Rules and Regulations, Institute for Trade and Research
* Certificate Course in Conflict Analysis, United States Institute of Peace
* Advanced Communication Strategies Certification, Coursera
* Project Management Training, Lagos Business School

**Employment Record:**

**Fotismos Global Innovation**

**Stakeholder Manager**

*February 2016 - Present*

* Managed stakeholder engagement for various IT and business projects, ensuring effective communication and collaboration.
* Identified and engaged with key stakeholders, gathering feedback, and addressing concerns.
* Conducted stakeholder meetings and developed comprehensive engagement plans.

**Strategic Solutions Ltd.**

**Public Relations Officer**

*May 2011 - January 2016*

* Managed public relations campaigns and stakeholder relations for corporate clients.
* Developed and implemented communication strategies to enhance client reputation and stakeholder engagement.
* Coordinated events and facilitated meetings between clients and their stakeholders.

***Works Undertaken That Best Illustrate Capability to Handle This Assignment:***

*Communication Strategy Development for Digital Transformation Project, Financial Services Company*

**Stakeholder Manager**

* Developed and executed a communication strategy to inform and engage stakeholders about the digital transformation initiatives.
* Organized workshops and training sessions to address stakeholder concerns and ensure smooth adoption of new technologies.
* Monitored stakeholder feedback and adjusted the engagement plan as needed.

*Public Relations Campaign for Environmental Sustainability Project, Manufacturing Firm*

**Public Relations Officer**

* Managed a public relations campaign to promote the firm's environmental sustainability efforts.
* Engaged with community stakeholders, environmental groups, and government agencies to build support for the project.
* Organized events and press conferences to communicate project milestones and achievements.

**FIELD OPERATIONS LEAD**

**Name:** Emmanuel Patrick

**Nationality:** Nigerian

**Membership in Professional Societies:**

* Member, International Society of Logistics (SOLE)
* Member, Chartered Institute of Logistics and Transport (CILT)

**Education:**

* MSc in Operations Management, University of Lagos, Nigeria
* BSc in Industrial Engineering, University of Ibadan, Nigeria

**Other Training:**

* Certified Logistics and Operations Manager (CLOM)
* Advanced Field Operations Training, Lagos Business School
* Project Management Certification, Coursera

**Employment Record:**

**Fotismos Global Innovation**

**Field Operations Lead**

*April 2020 - Present*

* Managed field operations for various projects, ensuring efficient and effective execution.
* Coordinated field visits, managed logistics, and ensured compliance with operational procedures.
* Led teams in conducting field assessments and data collection, providing actionable insights to project managers.

**LogiTech Solutions**

**Operations Coordinator**

*August 2017 - March 2020*

* Coordinated daily operations for logistics and supply chain projects.
* Managed field teams, ensuring timely completion of tasks and adherence to safety protocols.
* Developed operational plans and optimized field processes to enhance efficiency.

**Works Undertaken That Best Illustrate Capability to Handle This Assignment:**

*Operational Efficiency Project for Telecommunications Company*

**Field Operations Lead**

* Led field teams in assessing operational efficiency across multiple locations.
* Developed and implemented strategies to streamline field operations, reducing downtime and operational costs.
* Provided detailed reports and analysis to senior management, contributing to informed decision-making.

*Supply Chain Optimization Project, Retail Chain*

**Operations Coordinator**

* Coordinated field operations for a supply chain optimization project, involving multiple retail outlets.
* Managed logistics and transportation for field teams, ensuring timely data collection and analysis.
* Implemented process improvements that led to a 15% increase in supply chain efficiency.

**TRAINING SUPPORT SPECIALIST**

**Name:** Kaosarat Mustapha

**Nationality:** Nigerian

**Membership in Professional Societies:**

* Member, Nigerian Institute for Training and Development (NITAD)
* Member, Association for Talent Development (ATD)

**Education:**

* MSc in Human Resource Development, University of Lagos, Nigeria
* BSc in Education, University of Nigeria, Nsukka

**Other Training:**

* Certified Professional in Learning and Performance (CPLP), ATD
* Instructional Design Certification, Coursera
* Advanced Training Techniques, Lagos Business School

**Employment Record:**

**Fotismos Global Innovation**

**Training Specialist**

*February 2016 - Present*

* Designed and delivered training programs for various IT and business projects.
* Developed training materials and conducted workshops for stakeholders and project teams.
* Assessed training needs and evaluated the effectiveness of training programs.

**SkillUp Training Services**

**Senior Trainer**

*May 2011 - January 2016*

* Led training sessions on various topics, including IT systems, project management, and soft skills.
* Developed customized training programs to meet the specific needs of corporate clients.
* Conducted training needs assessments and provided feedback for continuous improvement.

**Works Undertaken That Best Illustrate Capability to Handle This Assignment:**

*Capacity Building for Digital Transformation Project, Financial Services Company*

**Training Specialist**

* Designed and implemented a training program to support the digital transformation initiatives.
* Conducted workshops and training sessions to educate employees on new digital tools and processes.
* Evaluated the training outcomes and provided recommendations for further skill development.

*Employee Development Program, Manufacturing Firm*

**Senior Trainer**

* Developed an employee development program focused on improving operational efficiency and soft skills.
* Delivered training sessions on topics such as communication, leadership, and team building.
* Assessed the training needs of employees and tailored programs to address specific skill gaps.

**DOCUMENTATION SPECIALIST**

**Name:** Daniel Williams

**Nationality:** Nigerian

**Membership in Professional Societies:**

* Member, Association for Information, and Image Management (AIIM)
* Member, Nigerian Association of Technical Communicators (NATC)

**Education:**

* MSc in Technical Communication, University of Lagos, Nigeria
* BSc in English, University of Ibadan, Nigeria

**Other Training:**

* Certified Document Management Professional (CDMP), AIIM
* Technical Writing and Editing Certification, Coursera
* Project Documentation and Reporting Training, Lagos Business School

**Employment Record:**

**Fotismos Global Innovation**

**Documentation Specialist**

*January 2017 - Present*

* Prepared comprehensive documentation for various IT and business projects.
* Developed and maintained project records, including reports, manuals, and process documents.
* Ensured accuracy and clarity of documentation, facilitating effective communication among project stakeholders.

**InfoTech Solutions**

**Technical Writer**

*July 2012 - December 2016*

* Created technical documents, user manuals, and training materials for software and IT projects.
* Collaborated with subject matter experts to gather information and produce clear, concise documentation.
* Reviewed and edited documentation to ensure consistency and compliance with company standards.

**Works Undertaken That Best Illustrate Capability to Handle This Assignment:**

*Technical Documentation for Digital Transformation Project, Financial Services Company*

**Documentation Specialist**

* Created technical manuals and user guides for new digital tools and platforms.
* Documented project progress and milestones, providing regular updates to the project management team.
* Ensured all documentation met quality standards and supported effective project implementation.

*Process Documentation for Manufacturing Optimization Project*

**Technical Writer**

* Developed comprehensive process documentation for a manufacturing optimization project.
* Collaborated with engineers and project managers to accurately document workflows and procedures.
* Produced training materials to support the implementation of new processes and technologies.

**TECHNICAL SUPPORT SPECIALIST**

#### **Name:** LindaNosakhare

#### **Nationality:** Nigerian

#### **Membership in Professional Societies:**

* Member, Nigerian Computer Society (NCS)
* Member, Help Desk Institute (HDI)

#### **Education:**

* MSc in Computer Science, University of Lagos, Nigeria
* BSc in Information Technology, Covenant University, Nigeria

#### **Other Training:**

* Certified Information Systems Support Professional (CISSP)
* ITIL Foundation Certification, Coursera
* Advanced Technical Support Certification, edX

#### **Employment Record:**

**Fotismos Global Innovation**

***Technical Support Specialist***

*March 2016 - Present*

* Provided technical support for various IT and business projects, ensuring seamless operation of systems and tools.
* Managed data collection tools and assisted in process documentation for field operations.
* Troubleshoot technical issues and provide solutions to ensure project continuity and efficiency.

**TechHelp Solutions**

***IT Support Engineer***

*June 2012 - February 2016*

* Offered technical support for hardware, software, and network issues.
* Conducted system diagnostics and provided troubleshooting solutions to minimize downtime.
* Maintained documentation of technical processes and support activities.

#### **Works Undertaken That Best Illustrate Capability to Handle This Assignment:**

*IT Support for Digital Transformation Project, Financial Services Company*

***Technical Support Specialist***

* Supported the implementation and maintenance of new digital platforms and tools.
* Resolved technical issues promptly, minimizing disruptions to project activities.
* Developed user guides and provided training to staff on new systems and technologies.

*Technical Support for Enterprise Resource Planning (ERP) System Implementation, Manufacturing Firm*

***IT Support Engineer***

* Assisted in the implementation and support of an ERP system, providing technical expertise, and troubleshooting solutions.
* Conducted system testing and user training to ensure smooth adoption of the ERP system.
* Maintained detailed documentation of technical support activities and system configurations.

1. Organization and Staffing

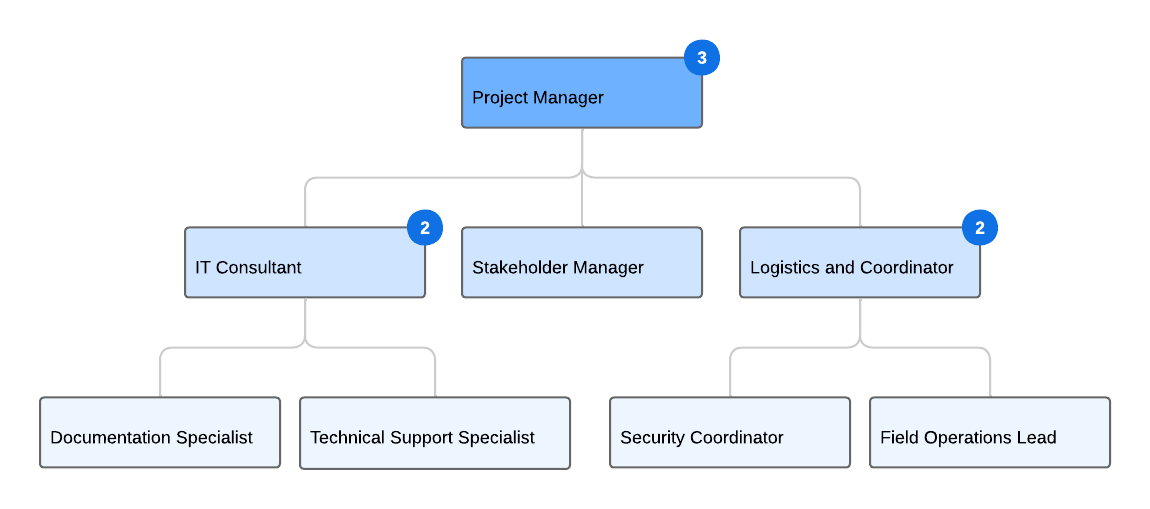
Outline the roles and responsibilities of professional staff in job descriptions. (Bright and Rahman should use the table, Glory and Olamide should use the manuscript form)

| **Team Composition and Task Assignments** | | | | |
| --- | --- | --- | --- | --- |
| Name of Staff | Firm/Organisation | Area of Expertise | Position Assigned | Task Assigned |
| Elizabeth Abua-Okocha |  | Project Management | Project Manager | Overall project oversight, coordination, and client liaison. |
| Amina Abubakar |  | IT Consulting | IT Consultant | Selection and evaluation of IT consulting firms, developing TOR and evaluation criteria. |
| Abubakar Sadiq |  | Logistics and Coordination | Logistics Coordinator | Documenting import/export processes, identifying bottlenecks, and recommending improvements. |
| Kaosarat Mustapha |  | Data Analysis and Reporting | Data Analyst | Analyzing field visit data, developing KPIs, and performance metrics. |
| Emmanuel Somawina Abua-Okocha |  | Stakeholder Manager | Stakeholder Manager | Planning and coordinating field visits, managing transportation, and accommodation logistics. |
| Emmanuel Patrick |  | Customs and Border Control | Field Operations Lead | Identifying and engaging with stakeholders, conducting meetings, and gathering feedback. |
| Sotunde Sotunde A. |  | Risk Management and Security | Security Coordinator | Arranging access permits, coordinating security measures for field visits. |
| Jennifer Uveki |  | Training and Capacity Building | Training Coordinator | Conducting training sessions, developing training materials for customs agents and stakeholders. |
| Daniel Williams |  | Documentation and Reporting | Documentation Specialist | Preparing reports, documenting processes, and maintaining project records. |
| Linda Nosakhare |  | Technical Support | Technical Support Specialist | Providing technical support, managing data collection tools, and process documentation. |

1. Staffing schedule (create table this word document or create in excel then copy and paste)

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name of Staff | Staff-week (input by week) | | | | | | | | | | | | | | | Total staff-week input | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | Home | Field | Total |
| Elizabeth Abua-Okocha | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 20 | 55 | 75 |
| Amina Abubakar | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |  | 10 | 60 | 70 |
| Abubakar Sadiq | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |  |  |  |  |  |  |  | 20 | 20 | 40 |
| Kaosarat Mustapha |  |  | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |  |  |  | 30 | 20 | 50 |
| Emmanuel Somawina |  |  | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |  |  |  | 20 | 30 | 50 |
| Emmanuel Patrick |  |  |  | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |  |  |  | 25 | 20 | 45 |
| Sotunde Sotunde A. |  |  |  | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |  |  |  | 20 | 25 | 45 |
| Jennifer Uveki |  |  |  |  |  |  |  | 5 | 5 | 5 | 5 | 5 | 5 | 5 |  | 5 | 30 | 35 |
| Daniel Williams |  |  |  |  |  |  |  |  |  | 5 | 5 | 5 | 5 | 5 |  | 10 | 15 | 25 |
| Linda Nosakhare |  |  |  |  |  |  |  |  |  |  |  | 5 | 5 | 5 | 5 | 15 | 5 | 20 |

1. Organizational chart



1. List of each member’s certificate and degrees.

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Position | Certificates | Degrees |
| Elizabeth Abua-Okocha | Project Manager | Member, Project Management Institute (PMI)  Member, Nigerian Institute of Management (NIM) | B.A English – Benson Idahosa University, Benin, Edo state |
| Amina Abubakar | IT Consultant | Certified Information Technology Infrastructure Library (ITIL) Expert  Certified ScrumMaster (CSM), Scrum Alliance  Advanced Data Analytics Training, Coursera | MSc in Information Systems, University of Ibadan, Nigeria  BSc in Computer Engineering, University of Nigeria, Nsukka |
| Abubakar Sadiq | Logistics Consultant | Member, Chartered Institute of Logistics and Transport (CILT)  Member, Nigerian Association of Logistics Professionals (NALP) | MSc in Supply Chain Management, Lagos State University, Nigeria  BSc in Logistics and Transport Management, University of Lagos, Nigeria  Bachelor of Science in Computer Science: University of Manchester, Manchester, UK | 2004 |
| Jennifer Uveki | Data Analyst | Certified Data Analyst (CDA), INFORMS  Advanced Analytics Certification, Coursera  Machine Learning and AI Certificate, edX  Member, Data Science Nigeria (DSN)  Member, International Institute for Analytics (IIA) | MSc in Data Science, University of Lagos, Nigeria  BSc in Statistics, University of Ibadan, Nigeria |
| Emmanuel Somawina Abua-Okocha | Stakeholder Manager | Certified Stakeholder Engagement Professional (CSEP), IAP2  Advanced Communication Strategies Certification, Coursera  Project Management Training, Lagos Business School  Member, International Association for Public Participation (IAP2)  Member, Nigerian Institute of Public Relations (NIPR) | MPhil in Leadership and Strategic Studies, Nigeria Defense Academy, Kaduna  Masters Development Studies (MDS), Nigeria Defense Academy, Kaduna  Barrister at Law and Solicitor of the Supreme Court, [BL] Hons  Bachelor of Laws, (LL.B) Hons, University of Benin, Edo state |
| Emmanuel Patrick | Field Operations Specialist | Certified Logistics and Operations Manager (CLOM)  Advanced Field Operations Training, Lagos Business School  Project Management Certification, Coursera  Member, International Society of Logistics (SOLE)  Member, Chartered Institute of Logistics and Transport (CILT) | MSc in Operations Management, University of Lagos, Nigeria  BSc in Industrial Engineering, University of Ibadan, Nigeria |
| Kaosarat Mustapha | Training Specialist | Certified Professional in Learning and Performance (CPLP), ATD  Instructional Design Certification, Coursera  Advanced Training Techniques, Lagos Business School  Member, Nigerian Institute for Training and Development (NITAD)  Member, Association for Talent Development (ATD) | MSc in Human Resource Development, University of Lagos, Nigeria  BSc in Education, University of Nigeria, Nsukka |
| Daniel Willaims | Documentation Specialist | Certified Document Management Professional (CDMP), AIIM  Technical Writing and Editing Certification, Coursera  Project Documentation and Reporting Training, Lagos Business School  Member, Association for Information, and Image Management (AIIM)  Member, Nigerian Association of Technical Communicators (NATC) | MSc in Technical Communication, University of Lagos, Nigeria  BSc in English, University of Ibadan, Nigeria |
| Linda Nosakhare | Technical Support Specialist | Certified Information Systems Support Professional (CISSP)  ITIL Foundation Certification, Coursera  Advanced Technical Support Certification, edX  Member, Nigerian Computer Society (NCS)  Member, Help Desk Institute (HDI) | MSc in Computer Science, University of Lagos, Nigeria  BSc in Information Technology, Covenant University, Nigeria |

1. Client Testimonials and recommendations

Elizabeth Abua-Okocha - Project Manager

Elizabeth has been an exceptional Project Manager at our organization, overseeing projects with precision and dedication. Her ability to coordinate all project aspects, from inception to completion, is truly commendable. Elizabeth's role as a liaison with clients has ensured smooth communication and satisfaction throughout our projects. Her attention to detail and proactive approach have been instrumental in delivering successful outcomes. I highly recommend her for any project management role, as her expertise and professionalism are unmatched.

Amina Abubakar - IT Consultant

Amina’s expertise in IT consulting has been invaluable to our organization. She has played a pivotal role in the selection and evaluation of IT consulting firms, ensuring that we partner with the best-suited entities for our needs. Amina’s proficiency in developing TOR (Terms of Reference) and evaluation criteria has streamlined our decision-making process and enhanced the quality of our IT projects. I confidently endorse Amina for any IT consulting role, as her knowledge and strategic insight bring immense value to our team.

Abubakar Sadiq - Logistics Coordinator

Sadiq’s role as Logistics Coordinator has significantly contributed to the efficiency of our import/export processes. His meticulous documentation and keen eye for identifying bottlenecks have led to tangible improvements in our logistics operations. Sadiq's recommendations for streamlining processes have resulted in cost savings and enhanced productivity. I highly recommend Sadiq for any logistics coordination role, as his expertise and dedication are indispensable assets to our organization.

Jennifer Uveki - Data Analyst

Jennifer has been an outstanding Data Analyst, consistently delivering insightful analysis and valuable recommendations. Her ability to analyze field visit data and develop key performance indicators (KPIs) has provided crucial insights for our decision-making process. Jennifer’s proficiency in data analysis and reporting has greatly contributed to our organization's success. I confidently recommend Jennifer for any data analysis role, as her expertise and attention to detail make her an invaluable asset to any team.

Emmanuel Somawina Abua-Okocha - Stakeholder Manager

Emmanuel’s role as Stakeholder Manager has been instrumental in the success of our field operations. His meticulous planning and coordination of field visits, along with managing transportation and accommodation logistics, have ensured smooth execution of our projects. Emmanuel’s ability to engage with stakeholders and gather feedback has facilitated effective communication and stakeholder satisfaction. I highly recommend him for any stakeholder management role, as his expertise and professionalism are exemplary.

Emmanuel Patrick - Field Operations Lead

Emmanuel’s leadership as Field Operations Lead has been indispensable to our organization's customs and border control efforts. His adeptness in identifying and engaging with stakeholders, conducting meetings, and gathering feedback has ensured the effectiveness of our operations. His dedication to maintaining security measures and coordinating access permits has contributed to the smooth execution of our field visits. I confidently endorse Emmanuel for any customs and border control role, as his expertise and leadership skills are unparalleled.

1. Evidence of professional affiliations