



TERMS OF REFERENCE (TOR) DESIGN, DEVELOPMENT, AND DEPLOYMENT OF AN ENTERPRISE SYSTEM MANAGEMENT (ESM) PLATFORM AND A CENTRAL KNOWLEDGE REPOSITORY (CKR) FOR THE SAPZ PROGRAMME

1. Background and Context

The Federal Government of Nigeria has received a Facility from the African Development Bank (AfDB), International Fund for Agricultural Development (IFAD) and the Islamic Development Bank (IsDB) to finance the cost of the Special Agro-Industrial Processing Zones Program (SAPZ), and intends to apply part of the proceeds towards carrying out various consultancy services. The SAPZ Program is being implemented in the seven (7) States and the Federal Capital Territory (FCT). The States are Cross River, Imo, Kaduna, Kano, Kwara, Ogun and Oyo.

The overall development objective of the SAPZ programme is twofold: (1) Support the development of SAPZ in high food production areas to supply the domestic food market and create exportable surpluses; and (2) Capacitate smallholder farmers, small agro-processors and traders, and community-based service providers, including women and youth; to take advantage of the market demand created by the SAPZ to sustainably enhance their income, household food security and resilience to climate change.

The programme has four components namely:

➤ **Component 1:** Infrastructure Development and Management for Agro-Industrial Hubs (AIHs). Under this AfDB-led component, the programme will support the FGN in developing and setting up SAPZs in high potential states.

➤ **Component 2:** Agricultural Productivity, Production, Market Linkages and Value Addition in SAPZ Catchment Areas. Under this component, SAPZ's objective is threefold: (i) support smallholder farmers and small operators to increase their productivity/production and capacity to add value to raw materials on a profitable and environmentally sustainable basis; and (ii) link them to the additional market outlets offered by the Agro-Industrial Hubs (AIHs), off-takers supplying the local and national market who operate in the target area, and small processors/traders supplying the local

markets, including primary processors operating in the Agricultural Transformation Centres (ATCs); iii) enhance the resilience and adaptive capacity of smallholder farmers to climate change..

➤ **Component 3:** Policy and Institutional Development Support. The objective of component 3 is to support the development of enabling policies, legislation, and regulation for SAPZs in Nigeria to create a conducive business environment for private sector investment and to address inefficiencies and market failures in agricultural value chains.

➤ **Component 4:** Programme Coordination and Management. This component will ensure that the programme is efficiently and effectively managed to achieve expected results.

The Special Agro-Industrial Processing Zones (SAPZ) Programme operates across multiple states with diverse stakeholders, including government institutions, project teams, and implementing partners. Effective coordination of planning, documentation, approvals, and implementation tracking is critical to achieving programme objectives.

Given the multi-state implementation structure and involvement of diverse stakeholders including federal and state institutions, development partners, private sector actors, and community organizations effective coordination, information management, and knowledge sharing are critical to achieving programme objectives.

1.1 Problem Statement

Current SAPZ operational processes face the following challenges:

- Fragmented and decentralized document storage systems
- Heavy reliance on manual workflows and approval processes
- Limited visibility into programme implementation progress
- Weak coordination across national and state levels
- Inadequate knowledge captures, documentation, and dissemination
- Difficulty in accessing reliable and up-to-date programme information

These challenges hinder efficiency, transparency, institutional learning, and evidence-based decision-making.

1.2 Rationale for the Assignment

To address these gaps, SAPZ intends to implement two distinct but complementary digital systems under a unified assignment:

A. Enterprise System Management (ESM) Platform

An internal system to streamline programme operations, including:

- Document management
- Workflow automation
- Task and project tracking
- Performance monitoring

B. Central Knowledge Repository (CKR)

An external-facing platform to:

- Store and organize knowledge products
- Facilitate knowledge sharing and learning
- Enhance programme visibility and stakeholder engagement
- Integrate with the SAPZ website

Both systems will operate independently but may be interoperable where necessary.

2. Objectives of the Assignment

2.1 General Objective

To design, develop, and deploy two robust, scalable, and user-friendly systems, an Enterprise System Management (ESM) platform and a Central Knowledge Repository (CKR) to enhance operational efficiency, knowledge management, and decision-making within the SAPZ Programme.

2.2 Specific Objectives

Enterprise System Management (ESM)

- Establish a centralized digital platform for programme documentation
- Automate workflows for planning, approvals, and reporting
- Enable conversion of plans into actionable tasks and projects
- Provide real-time dashboards for monitoring and evaluation
- Strengthen accountability through audit trails

Central Knowledge Repository (CKR)

- Develop a structured and accessible repository for knowledge assets
- Improve access to publications, reports, tools, and datasets
- Promote knowledge sharing among stakeholders
- Enhance transparency and programme visibility
- Support research, policy development, and learning

3. Scope of Work

The assignment includes the end-to-end delivery of two standalone systems.

PART A: ENTERPRISE SYSTEM MANAGEMENT (ESM)

(Internal System – Restricted Access)

3A.1 Requirements Analysis and System Design

- Conduct detailed stakeholder consultations
- Map programme processes and workflows
- Define system requirements and specifications
- Develop system architecture (logical and physical)
- Design user interface (UI) and user experience (UX) prototypes

3A.2 Document and Content Management

- Develop centralized document repository
- Enable document upload, categorization, and indexing
- Implement version control and document history tracking
- Configure metadata and tagging systems
- Enable document lifecycle management (creation, review, archive, deletion)
- Support bulk upload and migration of legacy documents

3A.3 Workflow and Approval Management

- Design configurable workflows for:
 - Work plans
 - Reports
 - Memos
 - Procurement documents
- Enable multi-level approvals (state, regional, national)
- Provide automated notifications and reminders
- Enable escalation mechanisms
- Maintain complete audit trails

3A.4 Project and Task Management

- Convert approved plans into tasks/projects
- Assign responsibilities and timelines
- Enable milestone tracking

- Provide dependency mapping and prioritization
- Monitor task progress and completion

3A.5 Access Control and Security

- Implement Role-Based Access Control (RBAC)
- Define user roles and permissions
- Enable multi-factor authentication (MFA)
- Ensure data encryption and secure access
- Maintain user activity logs

3A.6 Dashboard and Reporting

- Develop interactive dashboards
- Provide real-time performance indicators
- Enable customizable reporting
- Support data export (PDF, Excel, CSV)

3A.7 Deployment and Infrastructure

- Cloud-based deployment
- High availability and scalability
- Backup and disaster recovery systems
- Compliance with data protection standards

PART B: CENTRAL KNOWLEDGE REPOSITORY (CKR)

(External/Public-Facing System)

3B.1 Platform Design

- Develop standalone repository (e.g., km.sapz.gov.ng)
- Ensure responsive and user-friendly interface
- Align with SAPZ branding

3B.2 Content Management System (CMS)

- Implement CMS (WordPress or equivalent)
- Develop custom content structures
- Configure metadata and taxonomy
- Enable role-based content management

3B.3 Knowledge Content Organization

Include:

- Publications and Reports
- Case Studies and Best Practices
- Tools and Methodologies
- Events and Trainings
- Multimedia Resources
- Newsletter
- Factsheet

3B.4 Search and Knowledge Discovery

- Advanced search functionality
- Filtering by category, date, type
- Document preview and download
- Tagging and indexing

3B.5 Integration with SAPZ Website

- Seamless integration with www.sapz.gov.ng
- API or embedded links
- Optional Single Sign-On

3B.6 Content Migration

- Audit existing knowledge materials
- Clean, structure, and upload content
- Standardize formats and metadata

3B.7 Analytics and Reporting

- Track user engagement
- Monitor downloads and usage
- Provide analytics dashboard

4. System Interoperability

The consultant shall:

- Ensure both systems remain independent

- Enable API-based interoperability (optional)
- Maintain data integrity and avoid duplication
- Ensure consistent branding and user experience

5. Implementation Methodology

The assignment shall adopt an Agile methodology, including:

- Iterative development cycles
- Continuous stakeholder engagement
- Incremental delivery of modules
- Continuous testing and validation

6. Deliverables

Common Deliverables

- Inception Report
- System Design Documents
- Testing and UAT Reports
- Training Manuals
- Deployment Reports
- Final Completion Report

ESM Deliverables

- Fully functional enterprise system
- Workflow automation modules
- Dashboard and reporting tools

CKR Deliverables

- Functional knowledge repository
- CMS and structured content
- SAPZ website integration

7. Implementation Timeline

Duration: 12 Weeks

Phase	Activities
Weeks 1-2	Planning and Design
Weeks 3-8	Development

Phase	Activities
Weeks 9–10	Testing
Week 11	Deployment
Week 12	Training and Go-Live

8. Institutional and Reporting Arrangements

- Reports to SAPZ National Programme Coordinator
- Coordination with KM and ICT Units
- Regular progress reporting

9. Qualification and Experience of the Consultant

- At least a Masters degree in Information Technology, Computer Science, or related field with a Minimum 10 years' experience managing similar ICT projects;
- Strong project management and stakeholder coordination skills
- Must have completed at least five(5) similar jobs in the last five (5) years, three (3) of which must be in a donor funded project
- Must be registered with relevant IT bodies
- Must have excellent skills in English and report writing

10. Key Performance Indicators (KPIs)

- Timely delivery
- System performance
- User adoption
- Knowledge usage metrics

11. Expected Outcomes

- Improved efficiency in operations
- Enhanced knowledge sharing
- Better decision-making
- Increased transparency

12. Risks and Mitigation

- Adoption resistance → Training
- Data migration issues → Phased approach

- Security threats → Strong protocols

13. PAYMENT SCHEDULE

25% advance payment upon **submission of Bank Guarantee** of the equivalent amount and the Inception Report

50% upon submission and acceptance of the draft final report

25% upon submission and acceptance of the final Report

14. PROCUREMENT METHOD

The Procurement method for the consultancy is the Individual Consultancy Selection Method

15. REPORT AND REPORTING

The Consultant is to report directly to the National Programme Coordinator, but will work closely with the KMC who is the technical lead for the assignment. A total of six (6) hard copies and the soft copy of the report are expected from the consultant.

16. Confidentiality and Data Protection

Compliance with Nigeria Data Protection Regulation (NDPR) is mandatory.

17. Conclusion

This TOR provides a framework for delivering two distinct but complementary digital systems that will significantly strengthen SAPZ's operational efficiency, knowledge management, and long-term sustainability