

EXPRESSION OF INTEREST

FOR ENDLINE AND TRACER STUDY OF BUSINESS PROCESSING OUTSOURCING (BPO) SKILLS
FOR JOBS, AFRICAN FAN PHASE (3) AND SUSTAINABLE PINEAPPLE FOR JOBS AND
EXPORT RESILIENCE (SUPER) PROJECT.

CONSULTANCY FIRMS REQUIRED

BACKGROUND AND OBJECTIVES

GIZ has been commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ) to implement the Special Initiative "Decent Work for a Just Transition, which operates under the brand 'Invest for Jobs'. The objective is to promote job-creation and growth of enterprises in Ghana. Invest for Jobs works in three areas of intervention: 'Business & Invest', 'Cluster approach' and 'Ghanaian SME (Mittelstand)'. Under the 'Business & Invest', it promotes sustainable investments from German and European companies and investors; the 'Cluster approach' aims to increase the economic attractiveness of business locations and industries; intervenes to support industrial parks, improves export opportunities and addresses various obstacles to investment. The 'Ghanaian SME (Mittelstand)' promotes the SME sector, by improving the business environment and enhancing competitiveness, by promoting advisory and (innovative) financial services for SME and boosting cooperation between German and African companies.

- a) As part of promoting development through creation of sustainable and decent jobs, the project has planned to carry out annual work surveys, to assess the quality and the number of decent jobs created. Specifically, the evaluation will be conducted on the following projects:
- Business Processing Outsourcing (BPO) Skills for Jobs,
 - African FAN Phase (3) and
 - Sustainable Pineapple for Jobs and Export Resilience (SuPER)

A. Business Processing Outsourcing Skills for Jobs project

Within the framework of the Special Initiative 'Decent Work for a Just Transition' (brand name: Invest for Jobs), the job creating capacity of European and Ghanaian companies are developed, and support is provided for the employment of young people, women and persons with disabilities in high growth sectors.

Invest for Jobs has placed emphasis on working in the Global Business Services (GBS) sector as it has been identified by the project as a goldmine of opportunity for job creation. Thus, since 2019, Invest for Jobs has supported several companies operating in the Global Business Services (GBS) sector in Ghana to provide capacity building for talent to work in global IT Outsourcing (ITO) and Business Process Outsourcing (BPO) roles.

One of such activities launched in October 2024, is the "BPO Skills for Jobs project".

The BPO Skills for Jobs project employ a unique approach by combining capacity development in both high technical skill areas and low skill areas that are in demand across the spectrum of digital outsourcing roles. In the short term, the project enhances Ghanaian professionals' skills in software engineering, and trainings for global BPO roles, thus improving their job prospects in Ghana's GBS sector. The project is divided into the following components:

- Component 1, in cooperation with getINNOtized gmbH - This component focuses on training 100 IT specialists in cloud administration, software development, and artificial intelligence IT fields that are in demand in the German job market. The goal for Component 1 of the project is to create 65 job opportunities for IT professionals to work remotely for German clients.
- Component 2- Work Readiness Program for global BPO roles- In partnership with E-services Africa Ltd (eSal) and Concentrix Ghana), this component focuses on preparing 200 trainees (e.g., women, refugees) for remote customer service roles. The training will provide an ideal entry into the global job market, offering roles to newcomers without university degrees or specific experience.
- Component 3: Fairwork Assessment- To address the challenges faced in securing decent working conditions in the GBS sector, this component would undertake an assessment of working conditions in the two of the partner companies according to the criteria of pay, working conditions and contracts. Because tasks and assignments for workers in the GBS sector often resemble work conducted on digital labour platforms, the assessment would evaluate working conditions in this context using fairness standards aligned with the ILO's decent work definition for online labour.

The project will be measured against the following success indicators (Key Performance Indicators):

- KPI 1: 100 new jobs
- KPI 3: 100 trained (40% female and 50% youth)
- MI 4: 100 new jobs

B.African FAN (3)

Under the Africa FAN Project, Deutsche Gesellschaft für Internationale Zusammenarbeit / Invest for Jobs and the International Trade Centre collaborated with several European and African textile and apparel brands and retailers to explore new sourcing opportunities in Africa. The project aimed to support Ghanaian suppliers to produce high-quality samples and secure trial orders from European and African buyers.

To meet international standards, participating Ghanaian companies were upskilled through tailored training modules delivered using ITC's technical expertise and existing local training structures. These interventions were designed to strengthen their capacity to meet the quality, quantity, compliance, and sustainability requirements of international markets.

The project was implemented in Ghana and Senegal, with 28 Ghanaian textile and garment manufacturing companies participating since 2020. The majority of these were medium-sized enterprises led by female CEOs and employing between 20 and 200 permanent staff, predominantly women.

Despite their growth potential, the companies faced common challenges, including compliance requirements, limited market access, and skills gaps in specialized areas of production. A major constraint within Ghana's textile sector was the limited availability of locally produced cotton fabric, which many international brands considered essential for sustainable, efficient, and large-scale production within the textile value chain.

This project specifically supports local textile and apparel manufacturers to create long term business relationships in order to boost the production capacity of local textile manufacturers for job creation.

Specific Objective and Indicators of the project include:

- KPI 1: 300 new jobs
- KPI 3: 1,300 training opportunities
- KPI 4: 28 companies that have cooperated with the project.

C. Sustainable Pineapple for Jobs and Export Resilience (SuPER) project

Mighty Crops is a wholly owned Ghanaian limited liability company engaged in the production and export of premium pineapples, primarily to the European market. The company has built a strong reputation for delivering high-quality fresh produce while promoting environmental sustainability through ethical farming practices and cost-effective technologies.

With extensive expertise in pineapple cultivation, Mighty Crops is technically well positioned to implement this project. The company's lead agronomist brings over 20 years of experience in fruit cultivation across Ghana and other African countries, supported by a highly experienced quality control team. As a member of the Ghana Free Zones Authority, the company is legally required to export at least 75% of its produce.

GIZ / Invest For Jobs partnered with Mighty Crops Company Limited to implement the Sustainable Pineapple for Jobs and Export Resilience (SuPER) Project. The project aims to create over 98 sustainable direct jobs in Gomoa Dominase and surrounding communities, contributing to reduced unemployment and rural-urban migration. In addition, the initiative is expected to generate several indirect employment opportunities, particularly for young people in the district.

The overall objective of the project is to improve employment opportunities and working conditions for farmers and unemployed persons in the Asuom community, with at least 50% youth and 40% female participation. The initiative will promote alternative livelihoods through the introduction of Dynamic AgroForestry (DAF), enabling palm farmers to diversify into the cultivation of organic ginger, turmeric, and cassava.

The project will be measured against the following success indicators (Key Performance Indicators):

1. No. of Jobs: 98
2. No. of people to be trained.: 300 (until end of this project)
3. No. of people with improved working conditions: 300 (until end of this project)
4. No. of people with improved livelihoods: 300 (until end of this project)

The Project will focus on the following areas:

- Promotion of Hygiene, Occupational Health, and Safety.
- Developing training manuals and implementing the training for the new pineapple farms.
- Improving the social protection measures for the beneficiaries through the promotion of Health Insurance and Pensions Benefits
- Baseline data collection.
- Provision of PPEs and basic farm equipment.
- Equipment and Production support.
- Matchmaking support

SCOPE OF THE ASSIGNMENT

GIZ Ghana seeks to engage a well-established company with the requisite skills and capacity to conduct endline and tracer study of Business Processing Outsourcing (BPO) Skills for Jobs, African FAN Phase (3) and to assess the effect of the measures on the beneficiaries six months after completion of the project.

Secondly, the final Project Evaluations (FPE) will be carried out on the Sustainable Pineapple for Jobs and Export Resilience (SuPER) project to determine the impact of the project after the measure.

Area of Assignment: Greater Accra, Eastern, Volta and Central Regions of Ghana.

This specific assignment is expected to take place within 8 months between 02nd July 2026 to 31st January 2027.

NATIONAL COMPETITIVE TENDER



Implemented by:
giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

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CONSULTANCY FIRMS REQUIRED

The Contractor will be responsible for the following services:

- Establish a comprehensive database to enable future references, lessons, and measure Key Performance Indicators (KPIs) of the Business Processing Outsourcing (BPO) Skills for Jobs, African FAN Phase (3) and Sustainable Pineapple for Jobs and Export Resilience (SuPER) projects,
- Determine the number of beneficiaries in employment disaggregated by (gender and age) using the ILO standards for Business Processing Outsourcing (BPO) Skills for Jobs, African FAN Phase (3) and Sustainable Pineapple for Jobs and Export Resilience (SuPER) projects.

The key question and guiding notes to direct the assessments is:

- What have been the significant changes at the local levels that can be plausibly associated with the projects?

The assessment will determine the following:

- The effect of the intervention on the beneficiary's employment situation using the Key Performance Indicators.
- To explore the development benefits of the projects for the relevant stakeholders at the local level.
- Determine the intended and unintended effects as well as positive and negative consequences that can be plausibly attributed or linked to the project's interventions
- Find out about the challenges inhibiting achievement of desired results, the underlying reasons as well as what can be done to overcome or address them.
- Number of people benefiting from social and economic safeguards program such as Personal Protective Equipment (PPEs) and loans from financial institutions (If applicable).

The impact of these projects should be evaluated towards the objectives of the GIZ's Invest for Jobs programme as specified below;

- Additional number of jobs/people in jobs (measured by the additional jobs created by the project interventions, data disaggregated by gender and youth (age 15-24).
- Number of employees or entrepreneurs with an income increase, data disaggregated by gender and youth (age 15-24).
- Number of people with improved working conditions (health and safety, training and proper use of PPEs etc).
- Submit a comprehensive database of beneficiaries (name of employee, details of employment criteria and minimum requirement for good employment).
- Prepare a qualitative and quantitative report for each project
- Submit an Inception report

All tasks should be worked on in close collaboration with the GIZ Team and Project Partners providing regular feedback and exchange.

EXPERIENCE OF THE CONSULTANCY FIRM

The firm should have relevant professional experience in the subject area and proof of similar assignments. Key requirements include:

- Strong project management capabilities, including planning, coordinating, and monitoring project activities, and mobilization and selection of target groups.
- Proven track record of conducting performance and impact evaluation in Agricultural and skills development sectors.
- In-depth knowledge and experience in designing data collection tools and training enumerators.

The team should have the following qualifications:

- Qualifications: Bachelor of Science degree in Monitoring and Evaluation, Economic Studies, Statistics, Development Studies, Project Management.
- Specific professional experience: 2 years' experience of carrying out assignments or programme in data collection and management, data analysis
- Language 1: Fluent in English language
- Language 2: Fluent in another local language in Ghana (particularly Twi)

Interested consultancy firms with proven experience in this area of work are kindly requested to express their interest in the above-mentioned project.

How to apply

a. Commercial Qualification

Please send the following documents:

- Official letter expressing interest (LoI)
- Company profile
- Tax Clearance Certificate
- Business Registration Certificate
- Declaration of Business Ownership by General Manager (Inclusion of Form A for Sole Proprietorship or Form 3 for Limited Liability)
- VAT Registration Certificate
- SSNIT Clearance Certificate
- other relevant supporting documents

Technical Proposal & CV/portfolio of the consultants (indicating the relevant experience and qualifications (Two (2) Copies)

Financial Proposal (Two (2) Copies)

PLEASE NOTE: THE CURRENCY OF YOUR OFFER SHOULD BE IN GHANA CEDIS

ALL PROSPECTIVE BIDDERS ARE REQUIRED TO PERFORM THEIR TAX OBLIGATIONS IN GHANA.

NOTE: Kindly Visit the link below for Terms of Reference and other documents to be used in preparing your Technical and Financial Proposals

<https://www.giz.de/en/regions/africa/ghana/tenders>

The (a. Expression of Interest (EoI) + various legal/administrative documents), as well as (b. Technical + CV and (c. Financial Proposals) mentioned above should be sealed in three (3) separate envelopes and enclosed in one bigger envelop, marked as "Expression of Interest for 7000012384 / G-011454- 007, Endline and Tracer Study, BPO Skills."

The three sealed envelopes should be sent to the following address:

The Procurement Unit
GIZ Ghana
No. 7 Volta Street, Airport Residential Area, Accra
P.O. Box KA 9698,
Accra

To All Bidders:

- Bids must be submitted at the **GIZ Ghana Country Office Reception**.
- The deadline for submission is **25.06.2026 until 11:59 PM**.
- Documents should be submitted as early as possible before the deadline.
- Should the reception be closed, documents might exceptionally be dropped off at the guard's booth.
- The guards need to be told by the person submitting the documents that they are submitting tender documents.
- Always send a receipt with your documents stating the number of the tender.
- This receipt will be signed by the receptionist or a guard (in case of exceptional drop off at the guard's booth) to provide the bidder with proof of delivery / submission.

"Please note that participating in a tendering process of GIZ is free of charge for bidders.

At no phase of the process is the bidder required to make any payment to GIZ or to one of its employees.

Kindly Note by sending in your offer, you are agreeing to the GIZ General Terms and giving us the consent to process your company data.

ONLY SHORTLISTED FIRMS WILL BE CONTACTED