



## **REQUEST FOR EXPRESSION OF INTEREST FOR THE PROVISION OF CONSULTANCY SERVICES FOR THE FEASIBILITY STUDY ON THE ESTABLISHMENT OF THE BUSINESS PROCESS OUTSOURCING (BPO) & SOFTWARE DEVELOPMENT HUB: NITA-U/CONS/20-21/00095**

The Government of Uganda adopted an ICT-led Socio-economic Policy for Accelerated Development with a focus on ICT Entrepreneurship Development, rejuvenation of the private sector and wealth creation in the National Development Plan III and the NRM Manifesto 2021-2026. In this regard establishment of a Business Process Outsourcing (BPO) & Software Development Hub is planned to support the creation of the necessary resources for the deployment of technology and job creation opportunities. These resources will enable the private sector and prospective investors to take advantage of the investments necessary to promote ICT as a tool for Job creation, poverty reduction and wealth creation. It will also act a catalyst for shifting the country from raw material based exports to a knowledge-based economy. To this end, NITA-U is inviting eligible firms to provide consulting services for a feasibility study for the Establishment of a BPO & Software Development Hub at Kampala Industrial and Business Park, Namanve.

Interested Consulting firms should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services including:

- i) Project Economic assessment, Business Plan and Project development options/models.
- ii) Carry out a Public Sector Comparator (PSC) and value for money analysis for the Public-Private- Partnership (PPP) option of delivery of the project;
- iii) Analysis of the current working environment and ecosystem for Business Process Outsourcing (BPO) & Software development in the country highlighting the Strength, Weaknesses Opportunities, and Threats (SWOT) for such a project;
- iv) Detailed analysis of the entire ecosystem for ICT Start-ups, Incubation and Innovations highlighting among others the existing players in the sector, the challenges and recommendations for support and growth of ICT Incubation, Start-ups and Innovation.
- v) Analysis of Business and Financial models for the project for the various development options;
- vi) Identification and a detailed analysis of the envisaged project risks
- vii) Detailed assessment of the legal environment and all relevant laws that concern the Project;
- viii) A detailed Environmental and Social impact assessment for the project and



recommendations on best and legally accepted practices for the execution of such project;

- ix) Cost Benefit Analysis of all the possible models of development;
- x) Conceptual modeling of the proposed BPO & Software development hub establishment project;
- xi) Detailed report on the feasibility of the project drawing lessons from similar projects implemented in countries with similar condition;
- xii) Proposed layout of the infrastructure and facilities at the hub.

The shortlisting criteria are as follows:

1. Previous experience of at least 3(three) assignments in conducting a feasibility in a related field done in the last 20 years.
2. Should describe the proposed approach and methodology to be applied.
3. Should demonstrate being familiar with global developments in ICT specifically ITES/BPO and Software development. Knowledge of emerging technologies will be an added advantage.
4. Availability/presence of Finance/Investment expertise
5. Availability/presence of expertise in Real estate development, Maintenance and Operations.
6. Detailed list of key professional staff to execute the assignment

The interested firms should also submit a detailed company profile, contact address, and Names of Directors of the Company.

Consultants may associate with other firms in form of a Joint Venture or a Sub – consultancy to enhance their qualifications. The type of association whether a joint venture or a sub consultancy should be clearly indicated in the Expression of Interest and for sub consultancy associations indicate which firm is the lead firm. Consultants are encouraged to associate with Local Firms in Uganda.

Further information can be obtained at the address below during office hours from 08:00 to 17:00 hours East African Time (EAT) on working days and from the NITA – U website (<http://www.nita.go.ug>)

Expressions of Interest clearly marked “Expression of interest to provide consultancy services for conducting to conduct a national information technology (IT) survey must be delivered in a written form to the address below in person, or by mail or by e-mail by 19<sup>th</sup> April, 2021 at 11.00 a.m

National Information Technology Authority – Uganda  
Palm Courts, Plot 7A Rotary Avenue (Former Lugogo Bypass)  
P.O. Box 33151 Kampala, Uganda



Tel: +256-417-801041/2, Fax: +256-417-801050  
Email: [info@nita.go.ug](mailto:info@nita.go.ug) (should be less than 10MB)