



**CENTRAL BANK OF SOMALIA**

Date: January 20, 2026

**REQUEST FOR PROPOSALS**

Ref. No: CBS/RFP/001/2026

**Comprehensive Microsoft Office Suite Training for Central Bank of Somalia.**

**1. Introduction**

The Central Bank of Somalia (CBS) invites both **International** and **National qualified** training institutions, firms, or companies to submit their technical and financial proposals for the delivery of a comprehensive Microsoft Office Suite training program for its staff.

This initiative aims to enhance digital literacy and improve productivity among CBS personnel through structured, hands-on, and application-based training at three distinct levels: Beginners, Intermediate, and Advanced. Each level will be delivered in batches of no more than 25 participants per session.

Interested bidders must respond fully to this RFP with both technical and financial components.

**2. Scope of Work**

**2.1 Objectives**

- Equip CBS staff with essential Microsoft Office skills aligned with their functional roles.
- Enhance efficiency, accuracy, and professionalism in daily operations using Microsoft tools.
- Enable staff to use Microsoft applications for data analysis, reporting, collaboration, and communication.

**2.2 Training Levels and Content Overview**

**Level 1: Beginners**

- Introduction to Windows Environment.
- Microsoft Word: Creating and formatting documents
- Microsoft Excel: Basic spreadsheets, simple formulas
- Microsoft PowerPoint: Creating basic presentations
- Outlook: Email management and calendar
- OneDrive: Cloud storage basics

- Teams: Virtual meetings and collaboration

### **Level 2: Intermediate**

- Advanced Word features (styles, tables, templates)
- Intermediate Excel functions (SUMIF, VLOOKUP, PivotTables)
- Data sorting, filtering, and charts
- PowerPoint design principles and animations
- Intermediate Outlook features
- Teams: Channels, files, and app integrations

### **Level 3: Advanced**

- Excel advanced functions (INDEX-MATCH, macros, Power Query)
- Dashboard creation and data visualization
- Word: Mail merger, automation, and complex documents
- PowerPoint: Interactive presentations, hyperlinks, and multimedia
- Teams: Advanced collaboration, governance, and security settings
- Integration between Microsoft applications

## **2.3 Training Delivery Requirements**

- Conduct face-to-face sessions at a venue determined by CBS
- Minimum duration: 30 days per level (flexible based on curriculum depth)
- Hands-on practice using real-life banking scenarios
- Maximum class size: 25 participants per batch
- Provision of printed and/or digital training materials
- All participants to receive a Certificate of Completion
- Post-training support options (optional but encouraged)

## **2.4 Deliverables**

- Customized training manuals for each level
- Presentation slides and instructional videos (if applicable)
- Pre- and post-training assessments
- Feedback forms and evaluation reports

- Final report summarizing outcomes, participant performance, and recommendations

### **3. Eligibility Criteria**

Interested firms must meet the following minimum requirements:

1. Legally registered business entity with valid operational license in Somalia or internationally recognized and capable of operating in Somalia.
2. Proven experience delivering Microsoft Office Suite training to corporate clients.
3. At least three (3) similar projects completed within the last five (5) years, preferably in the public sector or banking environments.
4. Trainers must hold relevant certifications (e.g., Microsoft Certified Trainer (MCT) preferred).
5. Demonstrated capacity to manage multi-level training programs.
6. Ability to deliver training in English and Somali (or provide interpretation services if needed).

Only eligible firms will be considered for shortlisting and award.

### **4. Submission Requirements**

All applicants must submit two parts:

#### **Part A: Technical Proposal**

##### **1. Company Profile**

- Full legal name, address, contact details, tax ID, and registration number
- Brief organizational history and core areas of expertise

##### **2. Experience**

- Copy of at least three (3) relevant training assignments in the past 5 years
- Client names, contact details, scope of work, and dates of engagement

##### **3. Training Approach**

- Proposed methodology for each training level
- Sample curriculum/course outline
- Logistics plan including proposed timeline and resource allocation

##### **4. Trainer Qualifications**

- CVs of proposed lead trainers

- Relevant certifications (e.g., MCT, MCSE, etc.)
- Experience in multi-level training delivery

#### **5. References**

- At least two professional references who can verify the firm's capabilities

#### **6. Other Information**

- Value-added services (e.g., online resources, post-training support)
- Language of instruction and language accommodation plans

#### **7. Training Methodology and Curriculum**

- Detailed breakdown of course content for each level
- Pedagogical approach (interactive, blended learning, case studies, etc.)
- Evaluation and feedback mechanisms
- Equipment and software needs
- Proposed schedule and duration per level

### **Part B: Financial Proposal**

1. Itemized Cost Breakdown:
  - Per-level training costs
  - Trainer fees
  - Material development and printing
  - Travel and accommodation (if applicable)
  - Taxes/VAT (if applicable)
2. Total lump sum cost for the entire assignment
3. Currency: USD
4. Payment Terms: Proposed payment schedule or milestones

### **Part C: Supporting Documents**

- Company registration and licenses
- Tax clearance certificate
- Professional certifications of trainers
- Copy of similar contracts undertaken

- Signed reference letters from previous clients

## **5. Submission Guidelines**

- Submissions must be in English and sent via email to:  
[cbs.tender@centralbank.gov.so](mailto:cbs.tender@centralbank.gov.so)
- Subject Line: “RFP – CBS/RFP/001/2026”
- Deadline for submission: **February 5, 2026, at 5:00 PM Mogadishu Time**
- Late submissions will not be accepted.
- Proposals should be submitted as a single PDF file where possible.

## **6. Evaluation Process**

Submitted proposals will be evaluated based on the following weighted criteria:

- Company Experience
- Relevance of past projects
- Training methodology
- Trainer qualifications
- Financial cost-effectiveness

Additionally, the financial proposal will be assessed for:

- Cost-effectiveness
- Clarity and completeness of cost breakdown
- Compliance with budget expectations

A combined score from both technical and financial evaluations will determine the final selection.

## **7. Confidentiality and non-disclosure**

All information submitted shall be treated as confidential and used solely for the purpose of this procurement. The Central Bank of Somalia reserves the right to accept or reject any proposal without assigning any reason.

## **8. Contact Information**

For inquiries regarding this RFP, please contact:

Procurement Office  
Central Bank of Somalia  
Email: [cbs.tender@centralbank.gov.so](mailto:cbs.tender@centralbank.gov.so)