



NIGERIAN CONTENT DEVELOPMENT AND MONITORING BOARD

SERVICE LEVEL AGREEMENT (SLA) OF SERVICES RENDERED

	The service that is rendered to the customer by NCDMB	The specific obligation the customer must meet to entitle them to this service	Timelines for Delivery of service upon fulfilment of customer obligation	Fees Applicable for Delivery of Service by NCDMB	Website link / Email for further information on service requirements
S/NO	SERVICES RENDERED TO CUSTOMER	UPDATED REQUIRED DOCUMENT FROM CUSTOMER FOR SERVICE	SERVICE DELIVERY TIMELINES	FEEES	WEBSITE LINK / Email FOR SERVICES REQUIREMENTS/ EMAIL
SERVICES RENDERED BY PROJECTS CERTIFICATION & AUTHORIZATION DIVISION					
1	Contract Strategy/ Bidders list (Sole Source/Selective Approval)	Contracting Strategy/Procurement Plan	Ten Working days	No fees	pcad-enquiries@ncdmb.gov.ng
2	Nigerian Content Plan document Review and Certification	Nigerian Content Plan	Thirty Working days	No fees	pcad-enquiries@ncdmb.gov.ng
3	Advert document Review and Certification	Advert	Ten Working days	No Fees	pcad-enquiries@ncdmb.gov.ng
4	Technical ITT Documents Review & Certification	ITT/Tender Document	Ten Working days	No Fees	pcad-enquiries@ncdmb.gov.ng
5	Technical Evaluation Criteria Review & Certification	TEC	Eight Working days	No Fees	pcad-enquiries@ncdmb.gov.ng
6	Technical Evaluation/Issuance Report/Bidders list Approval	Bid Document/Clarification Documents	Twenty five Working days(after receipt of bid download and conclusion of facility visit if any) Five working days (for NCDMB revised technical evaluation report after receipt of clarification document)	No Fees	pcad-enquiries@ncdmb.gov.ng
7	Commercial ITT/Template documents Review & Certification	ITT/Template	Eight Working days	No Fees	pcad-enquiries@ncdmb.gov.ng
8	Commercial Evaluation/Issuance of Report	Bid Documents/commercial summary Sheets	Fifteen Working day (after issuance of Commercial evaluation summary sheet)	No Fees	pcad-enquiries@ncdmb.gov.ng
9	Nigerian Content Compliance Certificate Review & Approval	Nigerian Content Compliance Certificate	Fifteen Working days	No Fees	pcad-enquiries@ncdmb.gov.ng
SERVICES RENDERED BY DIRECTORATE OF PLANNING, RESEARCH AND STATISTICS					
10	Company Registration on the NOGIC JQS portal /other support services	1. Formal Letter of Intent to Executive Secretary 2.Certificate of Incorporation 3.A valid NUPRC Certificate 4.CAC forms C02 & C07 5.Corporate Email Address 6.Corporate Office Address 7.Phone Number and 8.CAC R.C Number	Three Working days	No Fees	support@nogicjqs.com
11	Expatriate Quota Applications Processing	1.Application letter to the Executive Secretary stating the positions being	Forty-five Working days	No Fees	eqapplications@ncdmb.gov.ng

		applied for			
12	Temporary Work Permit Processing	1. Application letter to Executive Secretary 2. Scope of work to be done, location 3. NOGIC JQS UPLOAD (Registration on the portal) 4. Job description for each position 5. Copy of Bio-data page of the expatriate. 6. A letter of invitation from the applicant company bearing all immigration responsibility. 7. Evidence of signed Contract documents. 8. List of Nigerians to understudy the expatriate. 9. Evidence of NUPRC permits	Fifteen Working days	No Fees	egapplications@ncdmb.gov.ng
13	Expatriate Biometric Capture	1. Schedule a date for biometric capture 2. Expatriate physical presence. 3. Populated Expatriate Biometric Data Capture form. 4. International passport (information & current Entry Visa Page). 5. Company ID Card. 6. Expatriate Quota Approval from Federal Ministry of Interior (FMI) and NCDMB 7. Expatriate Residence permit and / or CERPAC.	Three Working days	No Fees	biometrics@ncdmb.gov.ng
SERVICES RENDERED BY CAPACITY BUILDING DIVISION					
14	Nigerian Content Training Plan review and approval	Nigerian Content Training Plan	Five Working Days	No Fees	hcd@ncdmb.gov.ng

15	Nigerian Content Equipment Certificate (NCEC)	1.ISO certificate applicable to (FC,QS,CS,PS and MS) categories 2.NSITF certificate 3.CAC form CO2 and CO7 4.NUPRC permit 5.Audited annual financial report 6.Tax Clearance Certificate 7.Evidence of equipment ownership (commercial invoices and receipt,Bill of laden) 8.Evidence of maximum single contract executed 9.Evidence of company's capitalization 10.Pictures of facility and equipment installed 11.Investment plan 12.Expatriate quota approval from NCDMB (if expatriates are deployed) 13.Evidence of training done for Nigerian personnel	Thirty Working days	No Fees	NOGIC/QS Portal ncecapplications@ncdmb.gov.ng
16	Marine Vessel Categorization	1.Bill of sale 2.NIMASA certificate of Nigerian registry 3.Purchase receipt to the vessel 4.Form CO2 and CO7 documents 5.Builders certificate 6.Custom duty payment 7.Assessment document of the vessel from custom 8.NCS acknowledgement of payment of duty 9.NIMASA bare-boat charter certificate 10.Complete declaration of ownership document with owners passport photograph attached 11.Evidence of utilization of Nigerian dockyard or ship maintenance yard 12.International Association of class Society (IACS) 13.IMO Number 14.CAC Memorandum and Articles of Association 15.Tax clearance	Thirty Working days	No Fees	info@ncdmb.gov.ng
SERVICES RENDERED BY NIGERIAN CONTENT DEVELOPMENT FUND (NCDF)					

17	NCDF Remittance Protocol	1. Company Must be duly registered on the NOGIC JQS portal 2. Login credentials used on the NOGIC JQS portal will be used to access the NCDF Portal.	First Week of the Next month after remittance	No Fees	ncdf@ncdmb.gov.ng
18	Issuance of e-acknowledgment receipt of NCDF Remittance	Remittance of 1% on the Remita Platform	Three Months	No Fees	www.ncifportal.boi.ng
19	Issuance of Remittance ID	An email from customer requesting for remittance ID	Immediate if Qualified	No Fees	Immediate if Qualified
20	Request for Information on NCIFund	An email from customer requesting Information on the Fund	Forty-five (45) working days for applications with BOI and Twenty-One (21) working days for applications with NEXIM. (from the date of submission of complete documentation) subject to fulfilment of all terms and conditions and contract confirmation from an International Oil Company (IOC), where applicable.	No fees	www.ncifportal.boi.ng
21	NCDF Remittance technical support to companies to enable payment of 1% NCDF on the Remita Platform	An email from the customer requesting for assistance when experiencing difficulty in uploading payment on the Remita platform	Three Hours	No Fees	ncdf@ncdmb.gov.ng
SERVICES RENDERED BY MONITORING AND EVALUATION DIRECTORATE					
22	Stakeholders engagement /workshop	Email or Letter requesting for engagement	Five Working days	No Fees	med_monitoring@ncdmb.gov.ng
23	Guidance on filling monitoring template	Email or Letter requesting for guidance	Two Working days	No Fees	med_monitoring@ncdmb.gov.ng
24	Review of Statutory Reports	Submission of statutory (Report Quarterly)	Five Working days	No Fees	med_monitoring@ncdmb.gov.ng
25	Nigerian Content Performance review meeting	Submission of Documents (Statutory Reports/ Presentation on NC activities)	Ten Working days	No Fees	med_monitoring@ncdmb.gov.ng
26	Sensitization on compliance and enforcement templates	Formal letter addressed to the Executive Secretary seeking for sensitization of the company on the Board's compliance and enforcement template	Ten Working days	No Fees	med_monitoring@ncdmb.gov.ng
27	Expatriate Quota Performance Review Meeting	Deployment of Expatriate in the Nigerian Oil & Gas Industry and Submission of Documents (EQ approvals, Succession Plan and Understudy Progress Report)	Ten Working days	No Fees	med_monitoring@ncdmb.gov.ng
28	Request for reporting template	Letter or Email requesting for templates	One Working day	No Fees	med_monitoring@ncdmb.gov.ng
29	Intervention Monitoring (petition/complaints to the Board)	Petition/complaints letter addressed to the Executive Secretary	Fifteen Working days	No Fees	info@ncdmb.gov.ng

30	Whistle Blower Alerts	1. Information and notification of violations of the provision of the NOGICD Act, 2010 (can be sent anonymously) 2. Review by the Board anonymously	One Working day	No Fees	info@ncdmb.gov.ng
31	Monitoring of Investment Commitments at the back of Nigerian Content Equipment Certificate (NCEC)	1. Completed NCEC compliance monitoring templates showing level of Investment commitment 2. Completed NCEC compliance monitoring checklist showing the necessary required documents 3. Copies of all documents stated in the two templates above	Fifteen Working days	No Fees	med_monitoring@ncdmb.gov.ng
32	Implementation of Nigerian Content Non Compliance Remediation (NCNC-Rem) Trainings and Capacity Development Initiatives (CDIs)	1. Submission of NCNC-Rem Proposal (Trainings and CDIs) 2. Completed NCNC-Rem review and compliance monitoring templates	Fifteen Working days	No Fee	med_monitoring@ncdmb.gov.ng
33	Monitoring of legal services, Insurance service and Financial service reports	1. Completed Legal, Insurance and Financial service (LIF) compliance monitoring templates showing level of NC commitments achieved for the period under review 2. NCDMB return comment sheets for reports insufficient for review 3. Attached Copies of all documents stated in the three (3) templates above	Five Working days	No Fees	med_monitoring@ncdmb.gov.ng
34	Monitoring of Procurement services below \$1M	1. Completed Procurement services/ material compliance monitoring templates showing level of NC commitments achieved for the period under review 2. Attached Copies of all documents stated in the three (3) templates above	Five working days	No fees	med_monitoring@ncdmb.gov.ng

35	Monitoring of Marine services report	1. Completed Marine services compliance monitoring templates showing level of NC commitments achieved for the period under review 2. Attached Copies of all documents stated in the templates above	Five working days	No fees	med_monitoring@ncdmb.gov.ng
SERVICES RENDERED BY ZONAL COORDINATION AND CORPORATE COMMUNICATION DIVISION					
36	Conflict resolution between Host Communities and Companies / Contractors	Petition /Complaint Letter to the Executive Secretary	Ten Working days	No Fees	info@ncdmb.gov.ng
37	Verification of Host Communities Contractor	1. Certification of Incorporation 2.CAC registration 3.Certificate of Incorporate form CO2 AND CO7 4.Particulars of Directors 5.Registration office(s) and location 6.LGA Identification (certificates) of Directors 7.Duly signed letter of indentification by the paramount ruler of community or duly signed letter of identification	Ten Working days	No Fees	info@ncdmb.gov.ng
SERVICES RENDERED BY STRATEGY AND TRANSFORMATION PROJECTS DIVISION / COMMERCIAL VENTURES					
38	Enquiry on Board's special projects (not related to tender) such as NOGAPS Industrial Parks, NCDMB Gas Hub, 10-year Roadmap, etc	Letter or email stating request. To include a physical address, and telephone number where requester can be reached	Ten Working days from date request was received by STPD	No Fees	strategy@ncdmb.gov.ng , info@ncdmb.gov.ng
39	Request for partnership with the Board on establishment of	1) Letter stating request for investment partnership;	Twenty Working days from receipt of letter of request (thereafter, project promoter will	No Fees	commercialventures@ncdmb.gov.ng
SERVICES RENDERED BY PROCUREMENT DIVISION					
40	Placement of advert and response from the public	Submission of mandatory elibility requirements as advertised	Six weeks	Depends on the type of advert	info@ncdmb.gov.ng / procurement@ncdmb.gov.ng
41	Evaluation of Technical Tender Documents	Submission of mandatory elibility requirements as advertised	Three to five working days	No Fees	info@ncdmb.gov.ng / procurement@ncdmb.gov.ng
42	Evaluation of Commercial Tender Documents	Submission of Commercial Bid	Three to five working days	No fees	info@ncdmb.gov.ng
43	Issuance of Expression of Interest	Invitation to tender for expression of interest	Five to Ten working days	No Fees	info@ncdmb.gov.ng / procurement@ncdmb.gov.ng
44	Request for Proposal and Request for Quotation	1.Submission of bid documents 2.Evaluation of bid documents 3.Get request for proposal	Ten working days	10,000	info@ncdmb.gov.ng / procurement@ncdmb.gov.ng
45	Post Award contract Management	Milestone/Job completion report and project monitoring	Two working days	No fees	info@ncdmb.gov.ng / procurement@ncdmb.gov.ng

46	processing of JCC and payment mandate	1. Letter of request for payment 2.Evidence of completion of milestone 3.Original invoice seeking payment for the completed milestone	Two working days	No Fees	info@ncdmb.gov.ng
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