

NIGERIA SOCIAL INSURANCE TRUST FUND (NSITF)  
CENTRAL BUSINESS DISTRICT, ABUJA  
EXPRESSION OF INTEREST (EOI) FOR OMNI-CHANNEL CONTACT CENTRE FOR  
NIGERIA SOCIAL INSURANCE TRUST FUND (NSITF)

## 1. INTRODUCTION

The Nigeria Social Insurance Trust Fund (NSITF) is seeking to engage a competent and reputable service provider for the provision of short-code and toll-free numbers, as well as the deployment of a standard omnichannel contact centre to demonstrate the ability to deliver high-quality services that meet the fund's operational requirements. NSITF hereby invites organizations in the business process outsourcing (BPO) industry to express their interest by participating in the tender for these services.

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