



PublicPrivate  
Partnership  
Commission

## THE DIGITAL MALAWI PROJECT

**PROJECT NUMBER: P160533**

**CREDIT NUMBER: M60500**

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### TERMS OF REFERENCE AND SCOPE OF SERVICES FOR CHIEF ITC OFFICER (eGovernment Procurement System)

#### 1. INTRODUCTION

Information and Communication Technology (ICT) is now globally recognized as an essential tool in promoting competitiveness, job creation, sustainable development, and overall poverty reduction. A combination of widespread access to broadband and a robust ICT services ecosystem can offer a powerful platform for reducing poverty, improving human development and increasing government transparency and efficiency. ICTs have the potential to transform business and government - driving entrepreneurship, innovation and economic growth and breaking down barriers of distance and cost in the delivery of services.

In recognition of the critical role that ICTs plays in fostering socio-economic development and empowering the poor, the Government of Malawi secured a loan from the World Bank to implement an ICT Project, "Digital Malawi". Under the Digital Malawi Project, the Government seeks to implement an e-Government Procurement (e-GP) platform through the Public Procurement and Disposal of Assets Authority (PPDA), which will entail all activities of the procurement cycle being done online.

The Public Procurement and Disposal of Assets Authority (PPDA) is an authority responsible for the monitoring and oversight of public procurement, harmonizing the existing government policies and practices by regulating, setting standards and developing the legal framework and professional capacity for public procurement in Malawi. As part of its functions, the Authority is mandated to authorize procuring and

disposing entities to use other forms of communications, including electronic communication, in all aspects of the procurement cycle to achieve its objectives of attaining transparent, fair, competitive and value for money practices for the procurement and disposal of public assets and services.

As part of the *Digital Malawi* project, the Government intends to use part of the loan proceeds to engage a **Chief I.T. Officer (E-GP)** to assist the Government of Malawi in the implementation of an e-Government Procurement System at PPDA.

## **2. OBJECTIVES OF THE ASSIGNMENT**

The overall goal of the assignment is to effectively support the Government of Malawi and specifically the Public Procurement and Disposal of Assets Authority with the introduction and implementation of e-procurement system in Malawi as part of the on-going public procurement reforms. This includes the preparation of the functional and technical specifications, work with the supplier of EGP to define, procure, installation in the data centre, configuration and ongoing administration of the eGP hardware and network infrastructure as well as continuous improvement of processes and systems during implementation that supports procurement activity and for ensuring that they work effectively for staff, procurement professionals and suppliers.

## **3. SCOPE OF WORK**

The Chief I.T. Officer has ownership of IT operations and administration, and as such has responsibility for the key delivery requirements that fall to the (E-GP) department. Therefore, in addition to contributing to the organization's overall IT strategy, the Chief I.T. Officer will be responsible to provide accurate technical information to the eGP Project Team and vendor relating to network, hardware acquisition, installation, configuration and deployment in the data centre. The Chief I.T. Officer technical role includes but not limited to:

- Providing first-line support for all core applications on premise and SAAS solutions
- Provide any project related assistance to the IT Manager (e-GP) and e-GP section Head
- Handle e-GP system IT operations and escalate issues where relevant
- Verification of logs in Operating System and e-Procurement application software
- Back-up the database and content regularly

- Monitor server performance and bring to the notice of team lead about peak usage of CPU and RAM
- Deploy and manage server-monitoring tools
- Check and verify if the latest updates and patches are installed in the server infrastructure
- Responsible for keeping the server time in sync with one of the Global time servers
- Restore backed up data on a time to time basis and verify the correctness of the backed-up data
- Administrating key integrations with core systems, cloud-based and on-premise and server-side applications.
- Be in charge of network bandwidth information, etc.
- Change and configure stakeholders' systems to interface with e-Procurement system
- Configure and test user network to access the e-Procurement system and related systems
- Handle network and system hardware installation & configuration
- Install and interconnect network and system hardware with Cloud Storage, network devices and Network File System connection
- System software install including OS (Operating System) and others
- Design and configuring high availability hardware architecture & management environment
- Providing technical support for e-Procurement system & Troubleshooting
- Develop and update system and network documentation
- Design and implement system and network security
- Identify network and system infrastructure needs and related budget
- Provide servers and network devices administration
- Running and sharing regular operation system reports with senior staff
- Running regular checks on network and data security
- Apply security patches to the infrastructure devices
- Availability of e-Procurement Service at the required Service Levels
- Detailed monitoring of error logs & service reports for expeditious action
- Measuring, Monitoring & Verification of SLAs
- Regular review of the system performance, resource utilization and capacity planning
- Testing and Reviewing of System for the correct functioning
- Error Reporting and following up on the error analysis and bug fixing
- Reviewing and Monitoring of Backup and Archiving

- Along with e-GP Manager, verify and validate end-user usage problems and escalating them to Private Partner for resolution.
- Ensuring documents such as System/Design, Configuration and Disaster Recovery are updated to the current times.
- Ensure that the systemic infrastructure/assets (Desktops, printers, smart card readers, training infrastructure and anti-virus) required for managing e-Procurement operations are developed and well-maintained
- Responsible for e-Procurement Service continuity and availability
- Any other tasks as requested by the IT Manager (e-GP)

#### **4. QUALIFICATION REQUIREMENTS**

- The Chief I.T. Officer (E-GP) shall have a demonstrable ability to effectively implement a system in complex institutions.
- Academically, the candidate shall be qualified to at least a Bachelor's Degree level in any relevant field in ICT such as computer science, information technology, information systems, etc. Possession of relevant certification in networking and system administration such as Cisco Certified Network Professional(CCNP), Certified Virtualization Administrator(CVA), CCIE Data centre, CCIE Routing and Switching
- The successful candidate shall have at least 5 years' hands-on experience to the implementation of complex electronic systems
- The candidate shall have good knowledge about the Software Development Life Cycle
- Experience of Cloud technology, SAAS, PAAS
- Understanding of HyperConverged Infrastructure (HCI)
- Understanding of change control processes, ideally exposure to ITIL

#### **5. DURATION OF CONTRACT AND LEVEL OF EFFORT**

The Chief I.T. Officer (E-GP) will be recruited for a period of 2 years with an initial period of one year, renewable subject to satisfactory performance. This is a full-time position tenable at the Public Procurement and Disposal of assets Authority in Lilongwe.

#### **6. REPORTING**

The Chief I.T. Officer (E-GP) will work under the supervision of the IT Manager (e-GP) of PPDA.

A Consultant will be selected in accordance with the Individual (INDV) selection method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours, that is, 08:00 to 4:30 hours. Detailed Terms of Reference (TORs) are available on the PPPC website [www.pppc.mw/procurement](http://www.pppc.mw/procurement). The TORs can also be sent to interested consultants by e-mail upon request from the e-mail address indicated below.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by fax, or by e-mail) by 2:00pm local time on Thursday 21<sup>st</sup> January, 2021.

Attn: The Chairman

Internal Procurement and Disposal Committee

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