



**DIGITAL MALAWI PROGRAM PHASE I:
DIGITAL FOUNDATIONS PROJECT**

PROJECT NUMBER : P160533
CREDIT NUMBER : 60500 MW

**TERMS OF REFERENCE FOR
THE PROVISION OF CAPACITY BUILDING (TRAINING) SERVICES FOR ELECTRONIC
DOCUMENT AND RECORDS MANAGEMENT SYSTEM (EDRMS) FOR OFFICERS IN
GOVERNMENT OF MALAWI MINISTRIES, DEPARTMENTS AND AGENCIES**

1. BACKGROUND

The Government of the Republic of Malawi (GoM) recognizes the critical role that ICTs play in fostering socio-economic development and empowering the poor and has therefore secured a loan from the World Bank to implement a new ICT Project “Digital Malawi Program Phase I: Digital foundations Project”. The implementation agency for the project is Public Private Partnership Commission (PPPC) in collaboration with the Ministry of Information, Communications Technology represented by the Department of E-Government and the Department of National Records and Archives Services.

The overall aim of Digital Malawi project is to improve communication between government offices, improve ICT governance, improve access to government information and services, and reduce infrastructure costs by providing reliable, fast and adaptive ICT infrastructure and ICT systems as well as enabling environment that will facilitate provision of e-services, including Digital Records Transformation thereby enhancing public service delivery.

The Government intends to use a part of the loan proceeds to provide training for officers in all government ministries, departments and agencies (MDAs) in the use and implementation of Electronic Document and Records Management System (EDRMS

The Department of National Records and Archives Services is the official repository of public records as well as records belonging to private institutions and individuals. The mission of the department is to collect, organize, preserve and provide access to the country's documentary heritage, irrespective of the media, for reference, research and posterity.

The department plans to engage an individual consultant who will provide training of Government officers from various MDAs in usage of the EDRMS to ensure a successful implementation of the project.

2. DIGITAL MALAWI

The overall aim of the Digital Malawi project is to extend and improve access to critical ICT infrastructure for the public and private sectors; improve ICT governance; improve access to government services; and facilitate provision of e-services, thereby enhancing public service delivery.

The proposed project has been divided into four components, namely; digital ecosystems, digital connectivity (infrastructure), digital platforms and services (e-Government) and project management. The digital platforms component will address records management using EDRMS in all the ministries, departments and agencies

(MDAs). This support includes capacity building activities to Government MDAs in order to enhance storage, retrieval and access of records.

3. OBJECTIVES FOR THE ASSIGNMENT

The objectives of the consultancy assignment are:

- a) to draft content for training on records and information management using EDRMS. The content will be severally targeted at the various groups, namely; the senior management, middle management, junior management in ministries, departments and agencies (MDAs);
- b) the content will cover EDRMS workflow from records creation to their ultimate disposal, copyright and security issues, file structure, naming and formats;
- c) to deliver the training material/content to candidates at training workshops to be appointed by National Records and Archives Services.

4. MODE OF SERVICE DELIVERY

The venues for all the workshops will be in the Republic of Malawi. Each workshop will comprise of selected officials drawn from government agencies. Each of the training workshops will last for five days and comprise a minimum of four workshops to be held in all regions of the country and will be delivered as soon as the trainer is recruited. The training workshops will be followed by half a day briefing sessions for senior government officials for the purpose of obtaining buy-in.

5. CANDIDATES FOR THE TRAINING WORKSHOPS

The Consultant will be required to conduct training workshops for the following stakeholders' groups:

- a) 5 day workshop for middle and lower management Government officials
- b) Half a day briefing session for Senior Government officials in consultation with the National Records and Archives Services.

6. DELIVERABLES

The Consultant(s) will be required to submit two (2) hard copies and electronic copies of the following reports to PPPC and the National Records and Archives Services within time stipulated timelines:

- a) **Training Course Content (report)** –Prepare training material for workshop describing the approaches and timelines to deliver the required training to the various target groups. The content shall be subject to approval by National Records and Archives Services prior to delivery.
- b) **Training Programme (report)** - to be attached to the Training Course Content.
- c) **Holding Training Workshops (activity)** - holding training workshops
- d) **Closeout Reports (report)** – on the main discussions and conclusions arising from the training courses.

The indicative effort and timelines are presented below:

	Activity	Effort (Days)	Delivery Timeline
1	Desk review of literature	5	Within two weeks after effective date
2	Preparation of Training Content and Programme	2	Within three weeks after effective date
3	Holding Training Workshops	20	Within ten weeks after effective date
4	Holding Briefing Sessions	4	Within ten weeks after effective date
5	Closeout Report	2	Within eleven weeks after effective date
Total Effort Days		33	

7. DURATION OF SERVICES

The services, for the three series, are projected to be implemented over a period of six months. The first series will be delivered over a twelve week period upon contract effectiveness.

8. CONSULTANCY QUALIFICATIONS

To be qualified to provide the services, interested individuals must demonstrate the following minimum requirements:

1. Master's degree in Computer Science, Information Technology, Data Management, Information Science and Records Management with significant practical experience as a Systems specialist in an Electronic Document and Records Management System (EDRMS). Those with a Doctoral degree in any of these and related fields will have an added advantage.
2. Specialized training in records management.
3. Proven ability to provide high quality training to diverse participants in a clear and interesting manner. The consultant shall possess good interpersonal skills and high social and emotional intelligence.
4. Demonstrable experience of delivering similar training to a diverse group of people from Government Ministry Departments and Departments or other agencies. The required minimum experience is seven years.
5. Ability to demonstrate having conducted research and/or consultancies in the prospective consultant's areas of expertise in electronic records and information management;
6. Excellent writing and communications skills in English language.

9. CLIENT RESPONSIBILITIES

The Client shall have responsibility for providing necessary support to the consultant by:

- a) Providing the consultant with required local documentation such as legislation, regulations, reports and list of relevant stakeholders.
- b) Preparing/extending invitations and follow up with stakeholders for participating in the training workshops etc.
- c) Coordinating and providing location/venue for the training workshops and other meetings.
- d) Following up with stakeholders on collecting information before, during and after workshops and meetings.
- e) Where possible, offering office accommodation, telephone and internet facilities to the Consultant.

10. CONSULTANT'S RESPONSIBILITIES

All information, data and information obtained from the client shall be properly reviewed and analyzed by the consultant. All such information, data and reports shall be treated as confidential. The consultant shall make their own arrangements for document reproduction, printing and reproduction of all reports during the assignment.