



DIGITAL MALAWI PROGRAM PHASE I: DIGITAL FOUNDATIONS PROJECT

Project ID: 160533

TERMS OF REFERENCE FOR PROVISION OF CONSULTANCY SERVICES AS DATA CENTRE TECHNICAL PROJECT MANAGER

1. INTRODUCTION

Information and Communication Technology (ICT) is now globally recognized as an essential tool for 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.

It is in recognition of this ambition that the Government of Malawi is implementing a new project in the realm of ICT – the Digital Malawi Project. 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, referred to as “Digital Malawi”. The implementation agency for the project is the Public Private Partnership Commission (PPPC). Other stakeholders include Ministry of

Information (Mol), e-Government Department and the Malawi Communications Regulatory Authority (MACRA).

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 project has been divided into three main components, namely; digital ecosystems, digital connectivity (infrastructure), and digital platforms and services (e-Government).

3. OBJECTIVE OF THE ASSIGNMENT

The overall goal of the assignment is to effectively support the government of Malawi and specifically the Department of eGovernment with the introduction and implementation of a National Data Centre with NOC as part of the on-going Digital Government Transformation. The Data Centre Technical Project Manager will ensure technical project management from the start of implementation, and effective operations and maintenance measures consisting of preventive and predictive maintenance. The role shall oversee vendor support, adequate resources, and a training program that ensures that all personnel understand policies, procedures, and unique requirements for working in the data center. The Data Centre Technical Project Manager must ensure effective planning, coordination, and management program that extend to site policies; financial management policies; site infrastructure library; and space, power, and cooling capacity management.

4. Scope of Services

The Data Centre Technical Project Manager (TPM) will facilitate the deployment and operationalization of a Whole-of-Government Data Centre as

a service (DCaaS) of Tier III that is envisioned to support long term data hosting needs of Ministries, Departments and Agencies (MDAs) in Malawi.

The Data Centre TPM will be responsible for aggregating the whole-of-government Data Centre demand. This will involve assisting the technical personnel of early adopter MDAs to move to shared data hosting resource solutions, once the data hosting infrastructure is in place.

The responsibilities for the role are:

- Assist in managing the contract with the vendor/consortium of firms that are expected to be selected to put in place the national data center and disaster recovery facilities;
- Be responsible for overall project monitoring, budget and corrective action management. Ensure that the selected vendors follow all contractual requirements, including timelines.
- Ensure effective planning and coordination between various government agencies and the vendors as needed. Special focus will be needed to coordination of the upgrade of physical premises and delivery of datacenter equipment.
- Advise the government on potential risk, and manage client expectations
- Align timing, expectations, risk management and timelines with government and the vendors throughout the development of the national data center infrastructure and subsequent physical server/applications migration
- The successful candidate will work with the Government CERT to implement proactive and defensive cyber security measures for the Data Center.
- Ensure that the future Data Center is compliant with all relevant standards, policies and procedures, especially ISO 20000 and ISO 27001.
- Ensure that the vendors observe the necessary labor safety rules.
- Assess the likely bandwidth, storage, processing, Performance /availability, security and other technological requirements of the

targeted government institutions in terms of what exists today and plans for the future.

- Prepare a list of existing, proposed and anticipated e-government applications targeted to be hosted in the future National Data Centre (NDC). This should be informed by extensive consultations with the main government agencies and complemented by the desk research.
- Work with various government agencies to define parameters/metrics and service level norms on a variety of aspects including, though not restricted to, system integration and implementation, server and storage management, power supply, cooling and humidity, multi-level security, access, connectivity, maintenance and repairs, helpdesk event reporting, facility certifications and audits.
- Lead Disaster Recovery initiative from an infrastructure perspective including documenting recovery procedures of all critical components.
- Document data center capacity needs for MDAs and ensure that the vendors offer the appropriate training to government personnel who should be well equipped to understand policies, procedures, and unique requirements for working in the data center.
- Be a hands-on owner of a project that is willing to be hands on to ensure moves go smoothly

5. Education and Experience

- Bachelor's Degree in Computer Science, Electrical Engineering, Network Security or a related field or commensurate experience required.
- Must possess advanced cyber security certification from a recognized institution.
- 5+ years of Project Management experience in successfully managing datacenter and complex IT projects
- A technical background in Data Center technologies such as Networking, Storage, and Virtualization, Cloud, Security or Collaboration (Unified Communications) required

- Prior experience in managing datacenter related contracts with vendors, resolving technical and contractual issues, documenting and processing change request, leading acceptance testing.
- Excellent communication skills and proven ability to resolve conflict situations, including with vendors
- Strong agile project management experience
- Experience in Africa and Malawi is a plus.

6. Reporting Arrangements

The successful candidate will report to the Chief Executive Officer, PPPC through the Secretary for e-Government Department and Chief Digital Solutions Architect.

7. Duration of the Assignment:

The duration of the assignment will be about 12 months and may extend subject to satisfactory performance of the consultant.

8. Facilities to be provided by the Client:

Project will provide appropriate office space and other associated (data, information, furniture, stationeries, etc.) necessary to carry out the assignment.

9. Reporting requirements/deliverable:

The Data Centre TPM will need the following reporting requirements / deliverables, but not limited to:

- Monthly work plan and progress reports
- Data Centre Key Performance Indicator (KPI) analysis and control reports
- Data Centre Key Quality Indicator (KQI) analysis and control reports
- Yearly Report
- Any other Report, as required