



REPUBLIC OF KENYA



COUNTRY: KENYA

PROJECT: KENYA DIGITAL ECONOMY ACCELERATION PROJECT (KDEAP)

**IMPLEMENTING AGENCY: Information and Communications Technology Authority
(ICTA)**

PROJECT ID: P170941; Credit Numbers 7289-KE and 7290-KE

TERMS OF REFERENCE FOR:

Request for Expression of Interest

For:

**Technical Assistance for E-Services Development and
Management Expert**

Contract No: KE-ICTA-447508-CS-INDV

Issue Date: 19th November 2024

Closing Date: 4th December 2024 at 1000hrs East African Time

Client:

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1. Background

The Government of the Republic of Kenya (GoK) has received financing in the amount equivalent to US\$390 Million from the World Bank towards the cost of the first phase of the Kenya Digital Economy Acceleration Project¹ and it intends to apply part of the proceeds to payments for goods, works, non-consulting services and consulting services to be procured under this project.

The project includes the following components.

1.1 Component 1: Digital Infrastructure and Services. The aim of this component is to increase access to high-speed internet for individuals, industry, and government—the ‘foundation of the foundations’ of a digital economy and strengthen Kenya’s role as regional digital leader, while leveraging investments from the private sector

1.2 Component 2. Digital Government and Services. This component will invest in the foundational digital services, platforms, architectures, and policies needed to transform the way the Government communicates and conducts its internal operations.

1.3 Component 3. Digital Skills and Markets. This component aims to equip young Kenyans with digital skills and strengthen their abilities to access and compete in domestic and regional markets, to study mechanisms of improving access to affordable devices and to enhance the enabling environment for e-commerce to support Kenya’s role as a regional digital hub.

1.4 Component 4. Project Management. This component supports project implementation and coordination led by the Project Implementation Unit (PIU) within ICT Authority (ICTA) and capacity building.

1.5 Component 5: Contingent Emergency Response Components-This component . will be activated in the event of an emergency.

The GoK intends to apply a portion of the proceeds of the Credit to cover activities under Sub-component 2.1 (Developing the critical enablers for e-Government), namely to recruit a specialist on digitalization of public services.

2. Objectives of the Assignment

To procure the services of an individual consultant that will:

- 1) Support the Project Coordinator towards the realization of a one-government approach in public services delivery, including by ensuring close coordination within relevant Ministries, Departments, and Agencies (MDAs) responsible for e-government and digitalization of service delivery.

¹ The Program Information Document for KDEAP, and other documentation, is available at: <https://projects.worldbank.org/en/projects-operations/project-detail/P170941>.

- 2) Provide technical and managerial leadership, including on subjects of interoperability of Government systems and Government enterprise architecture (GEA) as well as resources management, for expeditious and sustainable digitalization of public services and government functions
- 3) Work on the development of base registries and components, reusable architectural building blocks and Government e-services as per the Kenya National Digital Master Plan 2022-2032.
- 4) Provide hands-on support for the implementation of various solutions, including GEA, interoperability, etc.

3. Scope of Work and Specific Tasks

The E-Services Developments and Management Expert will proactively work on the development of e-services components for a One-Government Experience as per: i) the Kenya National Digital Master Plan 2022-2032, ii) the Kenya Government Digital Architecture Strategy 2023 and iii) the KDEAP Project documents (including project appraisal document and legal financing agreements).

Specifically, the Expert will:

- 1) Work with MICDE and ICTA to explore, advise and help implement digital solutions and a GEA across the GoK.
- 2) Work with MICDE and ICTA to develop critical enablers for e-Government and digitize government services
- 3) Provide advisory services on the development of e-services across the Government to ensure that services are citizen-centric, secure and interoperable.
- 4) Provide advisory expertise on digital transformation policy, particularly as it relates to GEA, data protection, privacy, interoperability, etc.
- 5) Work with MICDE and ICTA to identify and enable base registries, i.e. a trusted and authoritative source of information, which can and should be digitally reused by others, where one organization is responsible and accountable for the collection, use, updating and preservation of information.
- 6) Work with MICDE and ICTA to identify and implement architectural building blocks that would contribute to the development of reusable services across the GoK digital services landscape.

3.1 Tasks

The Consultant will perform the following tasks:

i. GEA

- a) Work to refine and deepen the One-Government Experience enterprise architecture vision currently elaborated by the GoK to prepare for implementation specifically with respect to the design and development of citizen-centric e-services.

- b) Advise and develop, in collaboration with MICDE/ICTA and other experts, the business, information systems (data and applications) and technology architectures for the One-Government Experience Vision.
- c) Assist MICDE/ICTA in developing a future-state government architecture target and work with other experts to develop a roadmap of how to achieve this architecture.
- d) Assist MICDE/ICTA in developing governance structures for the implementation of an enterprise architecture
- e) Working collaboratively with MICDE/ICTA and other experts, develop a broad and overarching governance structure that will assist the GoK to plan, manage and effectively sustain the enterprise architecture in the future.

ii. E-Services Development

- a) Review relevant reports, including, but not limited to, National Digital ICT Masterplan (2022-2032), Digital Economy Blueprint (2019) and map out the skills/capacity requirements of key implementing agents for effective roll out of the digitization process
- b) Work closely with the KDEAP project coordinator to assess readiness and adeptness to implement the digitization in relation to supporting the e-government digitization workstream.
- c) Work closely with MICDE/ICTA, MDAs, etc. and contribute to efforts to ensure semantic and data interoperability across the government to facilitate transformation
- d) Provide any other related strategic advisory support needed in relation to e-government, upon the Ministry's request, including advisory services on new trends and innovative developments in the citizen engagement space.

iii. Interoperability Platform

- a) Develop and implement guidelines for interoperability that follow current international best practice.
- b) Develop and implement an interoperability platform standards and guidelines that adheres to the principles proposed by the European Interoperability Framework²
- c) Assist MICDE/ICTA to select a tool or platform that will enable interoperability as per the principles defined and agreed upon.
- d) Work with ICTA and an implementing firm to implement the selected platform including providing supervisory services during the implementation.

iv. Base Registry Development

- a) Identify key base registries in the GoK ecosystem and define a common terminology and regulated procedures/policies on national levels for base registries.
- b) Using a clear methodology and systematic approach, develop standards and procedures that enable base registry access, interconnection and integration.
- c) Work with the project coordinator and other key experts to ensure semantic and technical interoperability of base registries.

- d) Work closely with the project coordinator and key stakeholders to develop and implement guidelines and procedure for data management and data quality of base registries. The work should ensure efficient, agile and secure reuse of data and services to better serve citizens and businesses.
- e) Work with the project coordinator to identify and supervise the implementation of a set of architectural building blocks, i.e., reusable services, that are common across GoK digital service workflows. These should contribute to the concept of a service-oriented architecture and be substantially generic that they can be reused in various government workflows.

4. Duration and Location of Assignment

The assignment will be an overall period of thirty-six (36) calendar Months. It is intended that this Consultant will be contracted for a period of twelve (12) calendar Months from the date of commencement with a probation period of three (3) calendar months. This contract period is subject to extension for a further twenty-four (24) calendar months based on satisfactory performance, project funding and project needs.

5. Reporting Requirements and Timeline for Deliverables

The E-Services Development and Management Expert will prepare a monthly report highlighting the tasks performed, challenges, and specific recommendations on key actions that should be taken to steer the project to success. All reports prepared by the E-Services Development and Management Expert shall be reviewed and submitted to the Project Coordinator.

All reports will be submitted within 7 days after the end of reporting month or period in hard and soft copies (in Microsoft Word, Excel, or Power Point, or in any other format as may be deemed appropriate by the PIU Project Coordinator. These reports will accompany the consultant's timesheet for payment.

6. Payment Schedule/Remuneration

The E-Services Development and Management Expert shall be remunerated based on a monthly rate (a consolidated amount inclusive of all costs with clearly identified applicable taxes), which will be negotiated with the successful candidate during Negotiations. Remuneration will be based on competitive rates, commensurate with the selected candidate's area of expertise and work experience, provided he or she has satisfactorily fulfilled all requirements stipulated herein above.

Payment shall be monthly upon submission and approval of the monthly reports. The consultant will submit to the Project Coordinator, a monthly timesheet, with a supporting invoice, as the basis for payment for the consultancy services. Costs incurred by the E-Services Development and Management Expert outside the assignment location will be reimbursed upon submission of a statement of expense and verifiable supporting documentation to the KDEAP Project Coordinator.

7. Minimum qualification and experience requirements

The Consultant shall possess the following minimum qualifications and experience:

- I. A minimum of Master's degree in Information Systems, Electronic and Electrical, Computer Science or related engineering fields from a university/institution recognized in Kenya.
- II. A minimum of 15 years of general work experience in designing and executing digital solutions.
- III. A minimum of 10 years work experience as project lead or, a senior management role in major projects involving realization of enterprise systems or digital solutions.
- IV. Certification in Project Management (PMP, PRINCE2, etc.) would be a plus.
- V. Registration and valid membership with a relevant professional body as applicable.

8. Management and Accountability of the Assignment

The KDEAP Project Coordinator will be the Consultants' supervisor and shall be responsible for coordination of activities of the consultant. On a day-to-day work basis, the consultants shall work and report to the Project Coordinator.

9. Responsibility of the Client

The consultant shall be contracted by the ICTA. The consultant must ensure that the tasks identified above are performed in a result-oriented manner with the sole objective of achieving outputs and outcomes expected from the assignment as has been described in the details above. The consultant is encouraged to utilize local expertise as appropriate.

The client will provide free of charge all available existing information including the communication strategy, data, reports and clips and will assist the Consultant in obtaining other relevant information and materials from governmental institutions and state authorities where necessary. However, it is the duty of the Consultant to check availability, quality and suitability of this information. The information, data, reports as mentioned above will be available for the consultants unlimited use during execution of the proposed services within the project.

Where travelling individually on project duties, subsistence allowance shall be paid in the equivalence of the Public Service Job Group P rates as currently published by the Government of Kenya's Salaries and Remuneration Commission (SRC). All individual travel shall be approved prior to the task by the Project Coordinator.

10. Responsibilities of the Consultant

The Consultant shall be responsible for their own transport, accommodation, insurance, Airtime and other associated costs.

11. Confidentiality, Propriety Rights of Client In Reports and Records

- i) All the reports, data, and information developed, collected, or obtained from the implementing agencies etc, Client, and other Institutions during this exercise shall belong to the Client. No use shall be made of them without prior written authorization from the Client.
- ii) At the end of the Services, the Consultant shall relinquish all data, manuals, reports and information (including the database, codes, and related documentation) to the Client and shall make no use of them in any other assignment without prior written authority from the Client.