

## **Terms of Reference (TOR)**

### **Consulting Services for Electronic Documents and Records Management Expert**

#### **General Information**

<b>Project Name:</b>	African Union Commission for Building Institutions and Systems to Harness and Realize Agenda (BIASHARA) 2063
<b>Project ID:</b>	180117
<b>Consultancy name:</b>	Consulting Services for Electronic Documents and Records Management Expert
<b>Procurement Reference :</b>	ET-AFCFTA-485253-CS-INDV
<b>Type of Contract:</b>	Individual Consultant Selection
<b>Reporting to:</b>	Administration and Human Resources Management Director
<b>Duration of Assignment:</b>	132 Workdays and limited to Seven (7) Months,

#### **1. Introduction**

- 1.1. These Terms of Reference (ToR) have been prepared to engage an Individual Consultant to undertake Consulting Services of Electronic Documents and Records Management Expert who will serve as the functional lead for document management practices across the organization.

#### **2. Background**

- 2.1. The AfCFTA Secretariat has received a grant to finance the Institutional Support Project for the effective implementation of the AfCFTA. The AfCFTA Secretariat is a pan-African organization legally established and mandated to implement the AfCFTA Agreement, whose main objective is to create a single continental market for goods and services so to deepen the economic integration of the African continent, in accordance with the Pan African Vision of “An integrated, prosperous and peaceful Africa” enshrined in Agenda 2063.
- 2.2. The AfCFTA Secretariat serves as the central institution responsible for the implementation of the AfCFTA Agreement and its related Protocols. Its core functions encompass

the facilitation of seamless, predictable, and liberalized trade among State Parties across the African continent through the implementation of dedicated support programmes.

### **3. Context**

- 3.1. At AfCFTA, information is a core asset of the organization, and it needs to be managed to effectively support operational activities, provide evidence of actions and decisions, and ensure that institutional memory is maintained. To achieve this, an Electronic Document and Records Management System (EDRMS) on SharePoint platform is being established as the centralized system for records and information management at the AfCFTA Secretariat and to leverage its functionality, the system will support collaborative working and internal communications. In this regard, the Secretariat is aiming to hire an Electronic Document and Records Management Expert.

### **4. Objective**

The main objective of this assignment is to ensure effective administration, maintenance, and optimization of the EDRMS. The Document Management Expert will serve as the functional lead for document management practices across the organization.

#### **The hired expert will be expected to:**

- Assess that the SharePoint system delivered by the external developer is in line with the initial requested solution.
- Serve as the content manager, ensuring all content is approved by Head of Division in charge of Communications before it is posted on the intranet page.
- Serve as the lead information champion, working closely with nominated departmental Information Champions to support the EDRMS implementation and ongoing adherence to policy
- Lead and support the Secretariat in migrating all existing physical documents and records into the SharePoint repository using appropriate classification scheme.

### **5. Scope of Work**

The expert will be responsible for the following tasks:

- Serve as the primary administrator of the EDRMS.
- Manage user access, permissions, and roles based on AfCFTA document management policies.
- Maintain system configuration and ensure optimal performance of the system.
- Monitor system usage and provide regular reports on system health and user activity.
- Coordinate with IT, system stakeholders and the external developer for issue resolution, updates, and enhancements.

- Ensure compliance with document management policies, retention schedules, and functional classification scheme.
- Provide training and continuous support to end-users on system usage and document management best practices.
- Conduct regular system assessments to ensure proper usage and data integrity.
- Develop and maintain documentation for system administration and user support.
- Recommend and implement improvements to the system and document management processes.
- Assess that the SharePoint system delivered by the external developer is in line with the initial requested solution.
- Serve as the lead information champion, working closely with nominated departmental Information Champions to support the EDRMS implementation and ongoing adherence to policy

## **6. Deliverables**

### **6.1 Inception Report and Work Plan**

- Outline project objectives, methodology, detailed work plan covering the system implementation approach, existing data migration approach and records and document lifecycle management plan.

### **6.2 Policies and Procedures**

- Develop a detailed Document Management Policy covering document creation, classification, retention, access, archiving, and disposal.
- Develop Step-by-step instructions for system use, including uploading documents, retrieving records, and assigning metadata.
- Develop a disaster recovery and backup plan for EDRMS, documenting backup and restoration protocol in the event of any disaster, ensuring data integrity and continuity.

### **6.3 User Training and Continuous Support**

- Develop comprehensive training materials and user manuals, covering User guides, quick-reference sheets, and role-specific training materials.
- Provide adequate training to staff members and document records of training sessions conducted, including participant lists and agendas.

## **7. Duration of the Assignment**

The assignment is 132 workdays (not exceeding Seven (7) calendar months) and expected to be carried out onsite. The expert will conduct system implementation, ensuring

maximum optimization of the EDRMS at the Secretariat and staff training within this timeframe.

## **8. Resources to be provided by the Client**

The consultant will be provided with the working space at AfCFTA Secretariat office where applicable, as well as internet access. All related expenses of venue, equipment, refreshments (where applicable) for delivery of awareness/user training sessions detailed in the scope of work are to be provided by the AfCFTA Secretariat.

## **9. Qualification and Experience**

The interested consultants must meet the following minimum qualification and experience requirements:

- Holder of Bachelor's degree in Information Management, Library Science, Information Systems, or a related field from a recognized University Institution.
- Certification in Records Management (e.g., CRM, AIIM) or Information Governance.
- Minimum of 5 years of experience in electronic records/document management systems administration.
- Strong understanding of records management principles, metadata standards, classification schemes, and retention policies.
- Proven experience managing document management systems on SharePoint Platform is mandatory. Experience on other platforms such as OpenText, Alfresco, or equivalent will be an added advantage.
- Familiarity with information security and access control mechanisms.
- Experience in document management system implementation, data migration projects and user training

## **10. Qualification and Evaluation Criteria**

- 10.1. Interested individuals should provide information on their qualifications and experience demonstrating their ability to undertake the assignment (CV and testimonials in form of contracts or reference letters or completion of service certificates as proof of similar assignments) and technical proposal outlining the technical approach and methodology for delivery of the assignment.
- 10.2. Shortlisted consultants will be evaluated on the following criteria based on the information provided in their CV, copies of certificates, testimonials and technical proposal.

#	Qualifying Criteria	Points
1	<b>General Education, Qualification and Relevant Training.</b>  Consultant to indicate the name and type of degree obtained, the year of the degree and must attach copies of certificates to support qualification. <ul style="list-style-type: none"> <li>• Relevance, including certification – 10%</li> <li>• Attached certificates – 5%</li> <li>• Knowledge of international records standards (e.g., ISO 15489, ISO 27001, ISO 16175 etc) – 5%</li> </ul>	20
2.	<b>Relevant Experience</b> <ul style="list-style-type: none"> <li>• Professional Experience for at least five (5) years</li> <li>• Prior work with international organizations, NGOs, or similar contexts</li> <li>• Proven track record in SharePoint electronic documents and records system implementation, and migration as well as metadata and classification schemes delivering a practical, actionable framework of managing documents</li> <li>• Submission of traceable references of similar assignments</li> </ul>	50
3.	<b>Technical Approach and Methodology:</b> <ul style="list-style-type: none"> <li>• Demonstrated understanding of the assignment (6%)</li> <li>• Work plan (6%)</li> <li>• Objectives (6%)</li> <li>• Activities (6%)</li> <li>• Deliverables (6%)</li> </ul>	30
<b>TOTAL</b>		<b>100</b>

10.3. The minimum technical qualification is 80%. The consultants meeting the minimum technical qualification will be ranked and the first on the list will be invited for negotiation and subsequently be selected for the assignment if his/her fee rate is within the budget.

#### 11. Assignment technical approach and methodology

The consultant is required to prepare and submit a clear and simple but detailed technical approach and methodology demonstrating his/her understanding of the assignment while also outlining his/her work plan, objectives, activities, deliverables and output relevant to the assignment.