Commonwealth Africa
eGovernance Toolkit and Virtual Knowledge Network

Terms of Reference – Consultant to develop eGovernance Strategies for two Commonwealth Africa countries

POST TITLE:	eGovernance Specialist
NATUREOF PROJECT:	Advisory
DUTY STATION:	Specialist at Home Address
DURATION:	4 months
START DATE:	As soon as possible
RESPONSIBLE TO:	ICT Advisor, Governance and Natural Resources Division (GNRD), Commonwealth Secretariat
PROJECT REF:	NGCWG0893

Assignment:

Development of eGovernance Strategies and Implementation plans for two Commonwealth Africa States by applying an existing eGovernance toolkit.

1. Background

The Commonwealth Heads of African Public Service held their 11th Forum in Port Louis, Mauritius from 8-10 July 2014 under the theme "eGovernment for Inclusive and Sustainable Development in Africa". This theme was agreed to by the HOPS at the conclusion of their 10th Forum held during July 2013 in Gaborone, Botswana. See attached final Communique.

The Heads of Public Service Agreed on the following actions:

1. Given the positive achievements registered by various countries through the activities of the Forum, the Heads of Public Service re-affirmed their commitment for continued existence and strengthening of the forum.
2. eGovernment to be mainstreamed across government and incorporated into organizational and individual performance management agreements.
3. To work with the Commonwealth Secretariat to develop an eGovernment toolkit and standards for measuring progress that could be adapted by member states. A suitable country will be selected to develop the tool kit which will be presented at the eGovernment meeting as a case study.
4. To address fragmented and disjointed approaches across Ministries, Departments and Agencies in eGovernment implementation by creating multi-stakeholder committees to ensure 'whole of government' approach.

5. To collaborate with the Commonwealth Secretariat to develop a digital knowledge network to share experiences, provide assistance and support, and exchange documentation and systems.

6. To promote ICT literacy at national level and the Commonwealth Secretariat to assist in this area.

7. To scale up the development of relevant skills and competences to implement and support eGovernment initiatives.

During 2013, the Commonwealth Secretariat in partnership with the United Nations University and the Commonwealth Telecommunications Organization developed an electronic / mobile Governance strategy for the Government of Vanuatu. In addition, the toolkit was designed in a modular fashion to facilitate the adoption of the toolkit by other Commonwealth member states.

2. Scope of work

The project will test and refine the Vanuatu eGovernance toolkit through its application to two Commonwealth Africa countries. The deliverables will include:

- Inception report describing approach, assumptions, constraints, and high level project plan.
- eGovernance strategies and implementation plans for two Africa countries.
- Assessment of and refined eGovernance toolkit based on experiences in the two Africa countries.
- Pragmatic strategy to apply the modified toolkit to other Commonwealth States taking into consideration contextual differences in different regions in the Commonwealth.

The project will not provide funding to implement the eGovernance strategies; however, the Commonwealth Secretariat will support the efforts of member states in their pursuit of resources by assisting with the development of funding proposals.

3. Activities

- Develop inception report which should include at a minimum the approach, assumptions, constraints, and high level project plan
- Review of Vanuatu eGovernance toolkit.
- Conduct a review of the development plans for two Africa countries (to be determined) and identify how ICTs fit into the overall plans.
- Meet with stakeholders from Government, Private Sector, Civil Society, Academia, NGOs and Donors to identify requirements for eGovernance.
- Conduct a high level assessment of the level of eReadiness in key areas such as infrastructure, human capacity, legislation, political / administrative commitment, and funding capability.
- Based on the eReadiness assessment, apply the eGovernance toolkit to construct the strategy and implementation plan.
- Complete detailed assessment of the toolkit and recommendations for its improvement.
- Produce a strategy for the application of the enhanced toolkit by other Commonwealth states

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4. Deliverables, Timeframes and Costs

Deliverables	Duration Days	Per Diem (£)	Cost (£)
Inception report which should include at a minimum the approach, assumptions, constraints, and high level project plan	5	350	1,750
Report on assessment of toolkit and development Plans	5	350	1,750
Key findings from consultations with key stakeholders	10	350	3,500
eReadiness Assessment for two Africa states	5	350	1,750
eGovernance strategies and implementation plans for thetwo countries	35	350	12,250
Detail assessment of toolkit	5	350	1,750
Strategy to utilize refined toolkit to other Commonwealth countries	5	350	1,750
Total Fees	**70**		**24,500**
Daily Subsistence Allowance ($267x.66)	10	176	1,760
Airfare			2,240
Contingency			1,500
Total			**30,000**

5. Experience Required

Knowledge and skills:

Education: Advanced university degree in public administration, change management, business process engineering and/or areas relevant for the assignment.

Mandatory Experience:

- At least 7 years' experience developing eGovernance strategies in Commonwealth countries.
- In-depth knowledge and understanding of transformation, change management, business process re-engineering and other e-government development issues.
- At least 10 years of senior management experience in institutional organization and business management in complex environments, strategic processes planning, and project management

Desirable Experience:

- Knowledge and understanding of planning, policy development, analysis, and research.
- Full understanding of decision making processes and the ICT role in administrative and management processes.
- Experience in Commonwealth or African countries would be advantageous.

An all-inclusive fee of £30,000 as per above cost matrix.

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