Terms of Reference

PROJECT: AUTOMATION OF ACA OPERATION AND SERVICES
ROLE: TECHNICAL ASSISTANT FOR ANTI COUNTERFEIT AGENCY

Background

The Anti-Counterfeit Agency was established under the Anti-Counterfeit Act 2008 as a State Corporation with the mandates to enlighten and inform the public on matters relating to counterfeiting, combat counterfeiting, trade and other dealings in counterfeit goods, devise and promote training programs to combat counterfeiting and co-ordinate with national, regional or international organizations involved in combating counterfeiting. It is a state corporation currently within the Ministry of Industry, Investment and Trade. Although the Act was passed by Kenya's Parliament in 2008, it came into force on 1st July 2009 with the principal aim of prohibiting trade in counterfeit goods. The Agency came into operation in June 2010.

TradeMark East Africa (TMEA) is an aid-for-trade organization that was established with the aim of growing prosperity in East Africa through increased trade. TMEA operates on a not-for-profit basis and is funded by the development agencies of the following countries Belgium, Canada, Denmark, Finland, the Netherlands, Sweden, UK, and USA. Also, TMEA works closely with East African Community (EAC) institutions, national governments, the private sector and civil society organizations.

Issues facing manufacturers and consumers at large revolve around counterfeiting of products by unscrupulous traders. This not only ruins the reputation of the Intellectual Property (IP) owners but leads to huge losses in revenue for the manufacturer and the government. Additionally, members of the public are unable to differentiate between a genuine and a counterfeit product. Investors seeking to setup base in new markets will be dissuaded from investing in regions where they feel their intellectual property rights are not protected. The overall aim of this project and intervention is to take the necessary steps to mitigate and eliminate counterfeiting and to subsequently create an attractive and conducive trade environment for businesses to flourish.

With support from Trademark East Africa (TMEA), the Anti-Counterfeit Agency (ACA) intends to digitalize their internal operations and services to better and efficiently serve their stakeholders nationally, regionally and globally.

Objective

To support ACA in the automation of its operations and services.

Recipient

The direct recipient is ACA and TradeMark East Africa.

Scope/Deliverables

This consultancy will focus on the following key areas at the minimum (other areas that may be deemed relevant for inclusion into this scope may be discussed and agreed upon between the consultant, TradeMark East Africa and ACA):

- Participate in Project Implementation team and Steering Committee meetings that affects the implementation of the ACA MIS.
- Coordinate all activities which include meetings with different stakeholders during the development cycle of the systems.
- Once the system is deployed the Technical Assistant (TA) shall be required to provide user support and overall system administration responsibilities.
- Participate in Change Management process which includes conducting sensitization, training of both internal and external stakeholders on the use of the system.
- The TA shall be tasked to ensure the 100% uptime of the system and managing system deployments.
- The TA shall be responsible for capacity building of the ICT team by identifying and recommending training needs necessary for the ACA IT team to continually manage, administer and improve system operation functionality as the need arises.
- Configuration management. Managing system primary data setup to ensure business rules are accurately reflected on the system.
- Being the technical liaison on matters relating to the operations of the systems with stakeholders. This shall include coordinating meetings with relevant stakeholders.
- Managing system deployment and ensuring optimal performance of the system.
- Performing database and system backups in line with best practices and standards. This will require implementing the business continuity and disaster recovery plan.
- Monitor the security and usage of the systems to ensure their integrity, availability and confidentiality in line with ACA ICT Policy
- Post launch stakeholder training.
- Development and Maintenance of the system installation, administration and user guides training manuals.
- Maintenance of all infrastructure related to the confidentiality, availability and integrity of the management information system
- Overseeing and providing quality assurance on ICT related services done by vendors contracted by TMEA on behalf of ACA.
- The ICT Technical Assistant in conjunction with other officers and managers at ACA will be responsible for collection of the datasets required for migration of the system to ensure seamless transition from the current manual operation to automation.
- To ascertain the effectiveness of this partnership, collection of results against established indicators will be a crucial component of this assignment. The ICT Technical Assistant will be required to coordinate the collection of data on key performance indicators primarily focusing on cost and time savings for the stakeholders; as well as information on transaction rates and transaction volumes after automation. Where need be, the Technical Assistant shall also be required to assist in the collection of baseline information that may be missing.
- Coming up with innovative ideas that will enhance the utilization and optimise performance of the system.
- Performing any other duties as may be assigned by the ACA ICT Manager.

Methodology

The ICT Technical Assistant is expected to perform the duties outlined above as per the specific assignment in consultation with TMEA and ACA officials.

Reporting/Coordination

The consultant shall be working under the direction of the Head of IT, ACA. Regular project updates shall be provided on a fortnight basis to TMEA's Project leader, ICT for Trade.

Timeframe

This consultancy is a full time assignment which is expected to run for 24 months with the possibility of an extension subject to satisfactory performance and availability of funds.

Required Skills and Experience

The consultant that will be selected for the assignment must be a Kenyan citizen and shall have the following qualities:

a) Undergraduate degree in ICT, MIS or any other related field
b) At least four years' experience developing web and mobile applications, at least two of which leading a project development team.
c) Expertise in Angular, .Net, PHP or Java with preference to Open-Source Technology, Software Architecture, Business Intelligence Systems, Crystal Reports and/or Jasper Reporting tools, Customs and Trade ICT and Document Management systems.
d) Proven experience and evidence in developing similar systems and large scale, multi-user distributed systems.
e) Knowledge and experience of all project management facets including use of project management tools.
f) Good knowledge and understanding of Kenyan government operations and the functions of the various ministries.
g) Good report writing and communication skills
h) Quick leaner and able to adjust to a dynamic environment
i) Proficiency in server administration and open source software development and deployment.
j) Proficiency in Database administration in MS SQL Server, PostgreSQL and MySQL databases.
k) Ability and experience designing security controls and policies for enterprise IT systems.
l) Demonstrate skills in conducting training and developing training programmes
m) Experience in providing user support and system support
n) Possess good network and systems trouble shooting skills.
o) Good analytical and inter-personal skills.