



PublicPrivate
Partnership
Commission

**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – INDIVIDUAL SELECTION)**

COUNTRY : MALAWI
NAME OF PROJECT : DIGITAL MALAWI ACCELERATION PROJECT
GRANT NO. : IDA-E338-MW
ASSIGNMENT TITLE : HIRING OF DATA CENTRE HELP DESK
ANALYST
REFERENCE NO. : MW-PPPC-454398-CS-INDV

The Government of Malawi has received a grant from the International Development Association (IDA) of the World Bank toward the cost of digital development in Malawi “**Digital Malawi Acceleration Project**” and intends to apply part of the proceeds for consulting services of Data Centre Help Desk Analyst.

The overall aim of the Digital Malawi Acceleration Project is to increase access to, and inclusive use of, the internet and improve the Government's capacity to deliver digitally enabled services.

The project has four components, namely, Affordable broadband and secure data hosting, Interoperable and secure data platforms, High impact digital services and productive digital usage and Project management. Under Component 1, the Project is expected to cover the Next Generation Digital ID and identity verification services, including electronic Know Your Customer (eKYC) and Public Key Infrastructure (PKI). It is with this background that the Government of Malawi intends to engage the services of the Data Centre Help Desk Analyst.

The Data Centre Help Desk Analyst with the support of the Data Centre Manager, will carry out assigned duties and tasks with complete compliance with the best practice. The Consultant will be responsible for providing first-level technical support to Data Centre users, including diagnosing and resolving IT issues, managing service requests, and ensuring that all support interactions are handled efficiently and professionally.

The Public Private Partnership Commission (PPPC) now invites eligible individuals (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The consultant shall be an individual with relevant qualifications and experience. The shortlisting criteria shall be:

1. A minimum of a bachelor's degree in Degree in Information Technology, Computer Science, or a related field with at least 2 years of experience in a helpdesk or technical support role, preferably within a Data Centre or IT environment
2. Should have experience in helpdesk ticketing systems and remote support tools.
3. Should have basic knowledge of Data Centre operations, including servers, network, and storage systems.
4. Be proficient in troubleshooting hardware, software, and network issues
5. Be familiar with operating systems such as Windows, Linux, and basic networking concepts and good understanding of IT service management (ITSM) frameworks, such as ITIL
6. Be competent in problem-solving abilities and attention to detail, communication and customer service skills and ability to work in a fast-paced environment and handle multiple tasks simultaneously

A successful candidate will work with the Department of E-Government for a period of three (3) years with the possibility of extending the contract subject to satisfactory performance. The performance will be measured based on timely submission and quality of all deliverables, advancement of the respective activities, and the feedback from management and technical team members at the e-Government Department focused on technical competency, professionalism, responsiveness, and teamwork.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" September 2023 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.

A Consultant will be selected in accordance with the Individual (INDV) selection method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours, that is, 08:00 to 4:30 hours. Detailed Terms of Reference (TORs) are available on the PPPC website www.pppc.mw/procuremnt. The TORs can also be sent to interested consultants by e-mail upon request from the e-mail address indicated below.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by fax, or by e-mail) by 2:00pm local time on Tuesday 11th December 2024.

Attn: The Chairperson
Internal Procurement and Disposal Committee
Public Private Partnership Commission
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Blantyre

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