



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 CUSTOMER
SUPPORT ANALYST
REFERENCE NO. : MW-PPPC-454397-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 a Data Centre Customer Support 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 Customer Support Analyst.

The Data Centre Customer Support Analyst with the support of the Data Centre Manager will be providing first-line technical support to clients and ensuring a high level of customer satisfaction. This role involves handling client inquiries, troubleshooting technical issues, managing service requests, and coordinating with internal teams to resolve problems

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 information technology, Computer Science, or a related field with not less than two (2) years of experience in a technical support or customer service role, preferably in a data Centre or IT services environment
2. Having experience in a customer-facing role within the technology or IT services industry, ticketing systems and customer relationship management (CRM) tools.
3. Having knowledge of Data Centre operations, including server management, networking, and storage systems
4. Having basic troubleshooting skills for hardware, software, and network issues and proficiency in using remote support tools and techniques
5. Having strong understanding of service level agreements (SLAs) and incident management processes

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 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
2nd Floor, Livingstone Towers
Glyn Jones Road
P.O. Box 937
Blantyre

Tel : +265 1 823 655 ; **Fax :** +265 1 821 248; E-mail: info@pppc.mw