Call for Expression of Interest

Consultancy for Provision of ICT services

Assignment Title	Provision of ICT Services
Call by	Media Foundation for West Africa
Duration	One year (with possibility of renewal)
Location	Accra, Ghana

Background

The Media Foundation for West Africa (MFWA) is a regional, independent, non-partisan, non-governmental organisation that works to promote freedom of expression and media development across West Africa. In the last 25 years, the MFWA has worked with both government and non-government stakeholders and partners at the national, regional and international levels to contribute to improving the media and freedom of expression landscape in West Africa. More details about the MFWA can be found on our website www.mfwa.org.

Purpose

As a regional organisation with national partner organisations across all the countries in West Africa, and a member of a number of continental and international networks, the Media Foundation for West Africa (MFWA) deploys ICTs in all its operations, engagements and communications. To help improve its ICTs systems and strengthen its networks, the organisation is seeking the services of ICT Consultant(s) who can provide ICT services to the organisation.

*Please note that the use of '**Consultant'** is used in a generic way to refer to **individual consultants** or **legally registered firms** offering consultancy services.*

Details of consultancy service

1.	**Eligibility**	This "Call for Expression of Interest" is open to both individual consultants and legal entities.
2.	**Qualifications / Requirements for the Assignment**	We are looking for an ICT Consultant or Consulting Firm who meet the following requirements: Competences

		• Knowledgeable IT Consultant with previous working experience as IT Consultant for at least 7 years • In-depth knowledge of troubleshooting hardware, software and network problems and security threats, inefficiencies and weaknesses; and repairing/ addressing issues identified • Identifying, analysing and resolving security threats • Hands-on experience with different operating systems and databases • Dveloping new skills and understanding emerging technologies; supporting new technology implementation; and training staff to become familiar and comfortable with new technology(ies) • Providing advice on technology best practices • Monitoring and producing periodic reports on the efficacy of technology Skills • Analytical and technical skills • Excellent communication and interpersonal skills • Ability to work under pressure • Ability to multi-task • Meticulous approach to work Academic • BSc/BA in computer science, information technology, information systems or relevant field • MSc, professional certification and/or training is an advantage
3.	**Responsibilities/ Tasks for the Consultant**	• Monitor and maintain MFWA's computers, other internet-enabled devices, network and internet traffic to help keep track of who accesses information, and to determine which devices/connections require repairs and if any computers need software updates or modifications • Identify network vulnerabilities, and develop and implement cybersecurity solutions that protect data and communications (internal and external) from unauthorised access to safeguard MFWA's networks and data • Provide periodic (situational report) on the use of technology and information storage by staff to inform management decisions

		• Advise and manage online storage accounts and backup services • Recommend Software as a service (SaaS) subscription offers that can facilitate MFWA's work, including easy sharing and accessibility of datasets from the organisation • Train MFWA staff on ICT services to enable them operate updated devices and software, and specific tools, programmes and applications efficiently
4.	**Terms and conditions**	Consultants who meet the requirements should submit an expression of interest, which should include the following: • A suitability statement, including commitment and availability for the entire assignment • Curriculum vitae clearly spelling out qualifications and experiences of the individual Consultant or Consulting Firm • List of organisations the Consultant/ Consulting Firm has provided services for • Three referees and their contacts
5.	**Language**	All applications should be made in English.
6.	**Submission**	Submission of interest and inquiries should be sent to applications@mfwa.org with the subject **Provision of ICT Services**
7.	**Deadline for Submission**	March 10, 2022
8.	**Budget**	A financial proposal detailing service charges on freelance basis and retainer basis should be submitted alongside the Expression of Interest.