

SCOPE OF WORK

SHORT TERM TECHNICAL ASSISTANCE

ASSESSMENT ON THE REQUIREMENTS FOR DEVELOPMENT OF NATIONAL WEBSTORE - RWANDA STANDARDS BOARD

Position: Individual ICT Consultant

Anticipated period of performance: 5 weeks.

Work location: Kigali, Rwanda

I. PROJECT BACKGROUND

The USAID East Africa Trade and Investment Hub (the Hub) boosts trade and investment with and within Africa by deepening regional integration, increasing the competitiveness of select regional agriculture value chains, promoting two-way trade with the U.S. under African Growth and Opportunity Act (AGOA) and facilitating investment and technology that drives trade growth intra-regionally and to global markets.

II. BACKGROUND TO THE CONSULTANCY

Rwanda Standards Board (RSB) is a public institution established by Rwanda Government Legislation N° 50/2013 of 28/06/2013 determining the mission, organization and functioning of the Rwanda Standards Board to undertake all activities pertaining to the development of Standards, Conformity Assessment and Metrology services in the country. The vision of RSB is to be a trusted party in providing internationally recognized and customer suited standardization services. Its mission is to provide standards based solutions for Consumer Protection and Trade promotion for socio-economic growth in a safe and stable environment.

RSB has the following mandates among others:

- (1) To establish and publish national standards;
- (2) To disseminate information on standards, technical regulations relating to standards and conformity assessment;
- (3) To raise awareness and promote the importance of standards and quality service as tools to improve market access, technology transfer and sustainable development;
- (4) To carry out research in the areas of standards and metrology for the setting up of measurement standards and reference materials in the field of chemical metrology;
- (5) To establish laboratories capable of conducting tests and offering testing services;
- (6) To act as reference laboratory in the quality domain;
- (7) To advise the Government on defining, devising and implementing the standardization policy
- (8) To establish and develop relations and collaboration with other institutions at national, regional and international levels with similar mandate, whether public or private.

National Standards Division (NSD) being one of the four technical Divisions of the Rwanda Standards Board whose mandate is to develop and publish national standards, take part in regional and international standards setting activities, coordinating standards education activities and programmes, acting as the focal point on matters regarding WTO TBT Agreement on removing technical barriers to trade and making routine industry outreach to meet different stakeholders in order to keep our mandate more relevant.

For NSD to meet global demands and to align its core business with the international standards and best practices, it has embarked on the digitization of its services offered to the world so that Rwanda Standards Board can respond with strength to the changing business landscape in Rwanda and beyond.

The current Rwanda Standards catalogue is not easily accessible, hard to be updated and does not provide enough information to customers. As a result, customers find it difficult to make a quick and informed decision on buying Rwanda standards. The current approach used by RSB to sell Rwanda Standards is time consuming and involves a lot of physical interactions with customers. There is need to develop national webstore and an online library platform to facilitate selling of national standards and provide stakeholders access to information. The platform will also facilitate processing of request, development and publication of standards.

It is against this background that the Hub would like to hire an individual ICT Consultant to assess the level of digitisation of standards sales and library services and determine the requirements/specifications for development of national webstore including infrastructure.

The first phase (June – July 2019) will focus on determining the level of digitization of standards sales and library services and determine the requirements/specifications for development of national webstore including infrastructure. The second phase (After August 2019) will focus on development and operationalization of national webstore for RSB.

This assignment will focus on assessment of the level of digitization of standards sales and library services and determination of the requirements/specifications for development of national webstore including infrastructure to be undertaken from June to July 2019.

III. MAIN OBJECTIVE:

To assess the level of digitisation of standards sales and library services and determine the requirements/specifications for development of national webstore including infrastructure.

IV. SPECIFIC OBJECTIVES

- (1) To assess the level of digitization of standards sales and library services.
- (2) To determine the requirements for development of the national webstore including infrastructure.
- (3) To develop an implementation plan for development of national webstore for RSB.

V. TASKS FOR THE INDIVIDUAL CONSULTANT

The consultant will be expected to undertake the following tasks;

- (4) Assess the level of digitization of standards sales and library services.
- (5) Assess the requirements for development of the national webstore including infrastructure.
- (6) Evaluate RSB's human resource capacity required to operationalize the national webstore,
- (7) Estimate resource requirements and time frame required to develop national webstore,
- (8) Develop an implementation plan for development of national webstore containing interventions, resource requirement/Human resource capacity, technical assistance required, timelines etc.

VI. APPROACH AND METHODOLOGY

The Consultant is expected to explain the approach and methodology that he/she will use to undertake the assignment. The proposed approach and methodology should include, among others, the following:

- (1) Desk review: The Consultant is expected to undertake assessment of the existing situation at RSB, functioning webstores at KEBS and UNBS etc.;
- (2) Field work: The Consultant will be required to undertake consultations with the relevant bodies in Rwanda;
- (3) Presentation and validation of the report of assessment to be organized on 5th July 2019, consultant to present and incorporate the inputs.
- (4) Payment of government services is expected to be paid through gateway called IREMBO. It is a government to citizen e-services portal which facilitate citizen to submit the application and make the payment for various services. All Government payment will soon be required to be paid through IREMBO. One of the key tasks of the consultant is to propose action points to facilitate the integration of the payment system of the national webstore with Rwanda Online Gateway (IREMBO).

VII. DELIVERABLES:

The Consultant will be expected to submit the following

- (1) Inception report on assessment which should include ;
 - (a) Background –Objective and description of the consultant’s understanding of the tasks,
 - (b) Approach and Methodology – Explain approach and methodology, data collection and interview questions. Provide a list of stakeholders to be interviewed etc.
 - (c) Work plan - Sequencing of the activities with timelines including meeting schedules and field visits,
 - (d) Progress to date – National webstore for RSB,
 - (e) Next steps – Outline next steps including any expected data or information constraints,
 - (f) Report format – outline the structure of the draft report.
- (2) Draft report on assessment with the following the proposed report format outlined in the inception report but it should contain at least;
 - (a) Executive summary,
 - (b) Introduction,
 - (c) The level of digitization of standards sales and library services
 - (d) The requirements/specifications of the national webstore infrastructure.
 - (e) Estimate resource requirements and time frame required to develop national webstore,
 - (f) Conclusion and recommendations,
 - (g) Implementation plan for development of national webstore containing interventions, resource requirement/Human resource capacity, technical assistance required, timelines etc.
- (3) Final report on assessment with the following the report format outlined in draft report but it should contain at least;
 - (a) Executive summary,
 - (b) Introduction,
 - (c) The level of digitization of standards sales and library services
 - (d) The requirements/specifications of the national webstore infrastructure.
 - (e) Estimate resource requirements and time frame required to develop national webstore,

- (f) Conclusion and recommendations,
- (g) Implementation plan for development of national webstore containing interventions, resource requirement/Human resource capacity, technical assistance required, timelines etc.

VIII. TIMELINES FOR DELIVERABLE SUBMISSION:

The duration of the assignment is 5 weeks. To start on 10th June and end on 12th July 2019.

The report will be delivered as follows;

- (a) Inception report to be submitted to the Hub by Week 1;
- (b) Draft report to be submitted to the Hub by Week 3;
- (c) Presentation of draft report at the workshop on/around Week 4;
- (d) Final report to be submitted to the Hub Week 5.

IX. REPORTING AND CONTACT PERSON

The consultant will concurrently report to the Ag. Director, Policy and Regulatory Reforms at the Hub and Director of Standards, Education, Research and Information Documentation Unit at Rwanda Standards Board (RSB) and provide report on the progress of the assignment adhering to timelines indicated above. The contact person for the assignment will be ICT Specialist at the Hub and ICT Expert at Rwanda Standards Board. However, day to day supervision of the team of Consultants will be undertaken by RSB.

X. QUALIFICATIONS & EXPERIENCE OF THE CONSULTANT

The Hub is seeking for a qualified ICT Consultant with the following qualifications to undertake an assessment:

- (1) Must have at least Master's degree in Information technology, Management information systems, Software engineering or equivalent from a recognized high learning institution
- (2) With minimum 5 years working with web-based multi user systems/online platform/database interfacing systems;
- (3) At least 5 years of proven consultancy experience in the same or related assignment;
- (4) Proficiency in system analysis, Database management and information management systems;
- (5) Proven expertise in online service integration and e-sales services optimization;
- (6) Knowledge and working experience in web design and Web management;
- (7) At least 3 years of experience in developing, maintenance and system support for web based distributed and multi-user systems;
- (8) Have reliable understanding on applicable national regulations on e-sales and information security systems/Protocols;
- (9) Demonstrated evidence of undertaking similar or relevant assignments and good track record;
- (10) Demonstrated capacity of undertaking the similar or relevant assignment including having appropriate skills among the staff in sufficient number and experience;
- (11) Good reporting skills and fluency in English and knowledge of French will be an added advantage;
- (12) Working experience with payment system and managing an online catalogue;
- (13) Prior working experience with Government and good understanding of the requirements for linking webstore to Rwanda Online Gateway (Irembo) will be an added advantage.

ANNEX A: REQUIREMENTS FOR SUBMISSION OF PROPOSALS FOR CONSULTANCY SERVICES

(1) Submission

- a) Your proposal shall be prepared in the English Language.
- b) Your proposal shall comprise of the following documents;
 - (i) Technical component.
 - (ii) Financial component.
- c) Each copy of the above components should be separately marked, whether the proposal is technical or financial.
- d) The proposal for consultancy services should be clearly be marked or titled “Consultancy to assess the requirements for development of National Webstore for Rwanda Standards Board (RSB)”.

(2) Content of Proposal

a) Technical Component

- (i) Understanding of the assignment
- (ii) Proposed approach and methodology.
- (iii) Work plan and timelines.
- (iv) Deliverables
- (v) Capacity to deliver the assignment.
- (vi) Curriculum Vitae with details of qualifications, work experience, relevant skills/experience, previous engagement in similar/relevant assignment undertaken,

b) Financial Component

The Financial component shall contain summary of costing for the services proposed.

The policy of the hub is to pay for contractual services based on performance of contractual services rendered or to effect payment upon the achievement of specific milestones.