



Personnel Management Office-PMO, Office of the President and
the United Nations Development Programme-UNDP The Gambia



The Gambia

CONSULTANCY SERVICE TO IMPROVE THE DATA MANAGEMENT SYSTEM OF THE NATIONAL RECORD SERVICE (NRS)

The Personnel Management Office-(PMO), Office of the President in Banjul, in collaboration with the United Nations Development Project-UNDP in the framework of the Public Service Reform and Institutional Capacity Development – PSRICD Project, seeks a suitably qualified company or consultant to undertake a consultancy service for the implementation of a Data Management System of the National Records Service.

BACKGROUND

The Government of The Gambia has put in place a comprehensive set of national policy frameworks for sustained economic growth, poverty reduction and achieving the MDGs. Developing and maintaining the requisite human and institutional capacities including economic governance however, remain a primary challenge. The government is keen to ensure that there are adequate human and institutional capacities to formulate policies design and implement development programmes and deliver quality services to meet the country's development priorities. The main objective of the PSRICD project is to lay the basis for development, financing and implementation of long-term strategy for public service reform and institutional capacity development under strengthened government leadership, while at the same time addressing short-term capacity needs in key national institutions.

To achieve this objective, the project has as one of its integrated strategy, to assist ten (10) key public service institutions to identify appropriate structures, human resources and systems that will enable them to carry out functions efficiently and effectively in the medium term.

The National Records Service was established by an Act of Parliament In 1993. The Act provides a comprehensive code for the Management of Public Records throughout their life cycle i.e. from Creation to Disposition either through destruction or permanent preservation as Archives.

The NRS Act 1993 provides for the setting up of an Advisory Committee with the responsibility to establish general policies for the management of public records, advice the Vice President and the Minister for the Civil Service on Policy matters relating to the management of public records as well as deal with all matters specifically assigned to it. The membership is as follows: Permanent Secretary, Personnel Management Office (as Chairman), Solicitor General and Legal Secretary, Director General, National Intelligence Agency, Director, Directorate of National Treasury, Auditor General, National Audit Office and Director, National Records Service.

The Headquarters of the NRS is made up of three (3) divisions comprising:

1. Current Records Division
2. Archives Division
3. Information Technology Division

The fourth, Finance and Administrative Division is in the process of being established to enhance the administrative machinery of the National Records Service.

The Functions of the various Divisions include:

- i. **Current Records Division:** This is concerned mainly with the management of the various records offices (registries) in all government institutions. Its specific functions are as follows:
 - Restructuring/ Setting up of Records Offices
 - Training of Records Personnel
 - Monitoring/ Inspections of Records Offices
 - Management of the Keyword Index System among others
- ii. **Archives Division:** Supervises the National Archives, National Records Centre and Departmental Records Centres. Its key functions include:
 - Accessioning of Records
 - Organization and Management of Repositories
 - Arrangement and Description of Archives
 - Reader Services
- iii. **Information Technology Division:** It was created to respond to the challenges of Electronic Records and Information Management. It was tasked to create and maintain accurate databases of Records Personnel. It is concerned mainly with the provision of accurate information to help Management plan, make informed decisions, and manage Records Personnel through Appointments, Postings, Promotions, etc. Its key functions include:
 - Updating to the Website (currently defunct), and Archival Descriptive aids
 - Designing new Databases and updating of existing ones
 - Production of reports, and the “**Hibarri NRS**” Newsletter
 - Provision of on-the-job training for IT trainees on Industrial Attachment to the NRS
 - Setting guidelines for the maintenance and security of IT equipment
 - Making regular backups of systems
 - Conducting inventory of electronic equipment within the NRS
 - Ensuring adequate supplies of toner and stationery
 - Liaising with HRIS (PMO) for regular servicing of computers.

The PSRICD Project wants to improve the current system at the NRS through a specific consultancy service based at PMO/NRS. The same system will also be implemented in the other partner institution. In this vein, a detailed analysis, review and assessment of processes of data and information management, analysis of the electronic transfer of paper folders, documents and employee information within government and developing a system for storing, distributing, and accessing human resources data electronically, are essential in improving the service delivery of the National Records Service.

MAIN TASKS FOR THE CONSULTANT(S)

1. Conduct a desk review, analysis and compare similar electronic data management systems requirements with international standards.
2. Define rules and processes for e.g. records creation, capture, naming convention, security, access, retention (long term preservation), disposal, audit trail, disaster recovery. etc
3. Assess the current records management systems (Life Cycle) in order to develop a prototype.
4. Assess and develop current records management systems requirements.
5. Assess capacity needs of operators and end users and conduct skills transfer as well as Training of Trainers (also develop User Guide/Training Manual).
6. Develop all Procedures Manuals for the systems.
7. Recommend/develop hardware and software standards for procurement, repairs and maintenance purposes.
8. Creation of an off-site backup for the system.
9. Provide support to the National Record Service and the National Records Advisory Committee in reviewing the National Records Service Act 1993 to incorporate electronic records/data management issues/solutions.
10. Establish mechanisms to monitor and assess systems compliance with Records Management requirements and standards.
11. Responsible for installation of the software, compatibility and testing.
12. Networking the system at PMO and the NRS.

EXPECTED OUTCOMES

1. Test the system for its data management performance against technical, management and functional requirements
2. Support provided to NRS in the elaboration of a new records management policy statement (NRS ACT 1993)
3. Documentation on systems requirements.
4. Complete awareness training of operators and end users as well as Training of Trainers of all partner institutions.
5. Production of Procedures Manuals
6. Produce an appraisal policy and procedures for electronic records
7. Customized prototype software for the system implemented at PMO, NRS and partner institutions.
8. Comprehensive Backup systems
9. Template on all forms used in data management life cycle (i.e. Monitoring/Inspections)
10. Stakeholders workshop (consultation/validation)
11. Data sharing or networking between functional areas of PMO and NRS
12. High quality report on the improvement of the data management system of the NRS, including recommended standard procedures for procurement of equipment, repairs and maintenance.

TIME FRAME

The time frame for the consultancy service will be 8 weeks. i.e. beginning around the 1st week of October, 2009.

PROFILE OF THE CONSULTANT (S)

1. Masters degree in Computer Science, Records and Archives Management, Management Information Systems, Information Science, Systems Design and Analysis, Human Resources or related fields
2. At least 15 years of professional experience in the related area of which at least 10 years working experience should be in office automation.
3. Strong Project Management skills, document management skills or related skills, etc.
4. Ability to adapt quickly and effectively to changing workloads and business pressures
5. Good knowledge of the life cycle concept/networking is a definitive plus.

A detailed background, additional information of this consultancy is available at the Personnel Management Office-PMO, New Administrative Building, the Quadrangle, Banjul.

Interested companies, persons or team of consultants must submit their technical and financial proposal in sealed envelopes marked "**Consultancy service to improve the Data Management System for National Records Service (NRS), PMO-UNDP Project PSRICD**" and address to:

**The Resident Representative
UNDP Office
5, Kofi Annan Street
P.O. BOX 553
Cape Point, Banjul.**

The closing date for receipt of applications is Thursday, 1st October, 2009 at 14:00 hours. Please note that only applications under serious consideration will be contacted.