



LILONGWE CITY COUNCIL

TERMS OF REFERENCE FOR RECORD KEEPING CONSULTANTS

PROVISION OF SHORT-TERM CONSULTANCY SERVICES FOR UPGRADING OF THE RECORDS MANAGEMENT SYSTEM FOR LILONGWE CITY COUNCIL

PROCUREMENT NUMBER: IPDC076/10/21/RECORD KEEPING

1. Introduction

The Lilongwe City Council (the Council) is a public institution whose mandate is derived from the consolidated Local Government Act of 1998. The Act empowers the Council to provide municipal services to its residents, make by-laws, and mobilise necessary resources for the effective delivery of its services. Within the ambit of its mandate, the Council exists to create a conducive environment for the development and growth of trade and industry; and to facilitate the orderly and sustainable physical planning and urban development within its jurisdiction. It is also there to provide engineering services, parks and recreation services, and deliver health services to its residents.

The Council also manages public primary schools under its jurisdiction and ensures that there is prudent use of resources. Besides these core functions, it also provides administrative support services and manages finances for the Council. As it delivers its mandate, the City Council secretariat generates huge volumes of records, both electronic and paper-based records, as well as other media. The records generated enable the Council to conduct its business in an orderly, consistent, efficient, transparent, and accountable manner.

As part of its commitment to continuous improvement as highlighted in our 2021-2026 strategic plan, the Council has identified records management as a strategic area which requires upgrading. Currently, the systems are characterized by huge backlogs of unprocessed records, inefficient filing systems and lack of relevant indexes to facilitate quick access and retrieval of files. With this background information, the Council would like to engage the services of an expert to undertake a short-term assignment that will result in

enhancing the efficiency of the overall records management system of the organisation in line with the aspirations highlighted in our strategic plan.

2. Objectives of the Assignment

The main objectives of this consultancy is to upgrade the records management system of the Council by re-organizing the records and developing relevant tools for the efficient management of the records; and facilitate the process of migrating from paper-based record keeping systems into electronic/ digital platforms.

3. Scope of Work

The scope of work for the Consultant or firm shall include all the tasks as detailed below. In undertaking the tasks, the Consultant shall identify and assess all important issues which needs to be addressed under this assignment in close liaison with the relevant personnel responsible for records management in all the departments/ functional areas of the Council. Inter-alia, the Consultant shall: -

- a) Conduct a review of the organisation's existing records management system and submit an inception report.
- b) Sort, arrange, and systematically re-organize semi-current files in an orderly and efficient manner at the Council Secretariat for quick access and retrieval of files.
- c) Develop a useable records database/ inventory for the re-organized semi-current files as highlighted under (b) above.
- d) Develop a comprehensive records management policy for the Lilongwe City Council.
- e) Develop a functional filing system for the organisation, and pretest the system to determine its fitness for purpose. The filing system to be developed should be able to mirror with the electronic files/ documents held in various platforms used by the Council.
- f) Develop a comprehensive records retention and disposal schedule and related tools for dealing with obsolete and stockpiles of dormant and in-active files.
- g) Develop a user-friendly file tracking system for monitoring the movement of files with a view to minimize cases of missing files.
- h) Recommend appropriate methods/ approaches for the secure and systematic storage of vital records.

- i) Conduct training and orientation sessions for members of staff on the upgraded records management system.
- j) Develop specifications for the procurement and commissioning of an appropriate electronic document and records management software (EDRMS) for the Council.
- k) Recommend appropriate staff compliments and requirements for the efficient delivery of records management functions.
- l) Prepare and submit a comprehensive draft and final report on the overall assignment.

4. Deliverables

The expected key deliverables for the assignment include, but are not limited to the following: -

- a) A comprehensive inception report submitted.
- b) Semi-current files systematically re-organized.
- c) A records database/ inventory for semi-current files is developed and useable.
- d) A comprehensive records management policy for the organisation is developed.
- e) A functional filing system is developed and implementable as well as mirrored to existing electronic platforms.
- f) A comprehensive records retention and disposal schedule is developed and submitted for approval by relevant authorities.
- g) A user-friendly file tracking system is developed, pre-tested, and is implementable.
- h) A report on training and orientation sessions is submitted.
- i) Detailed specifications for the procurement and commissioning of the EDRMS are prepared and ready for publication.
- j) A report on appropriate methods/ approaches for the secure and systematic storage of vital records is submitted.
- k) A report on the recommended records management staff compliments and requirements is submitted to the Council.
- l) A final draft report marking the completion of the assignment is prepared and submitted for approval.

5. Qualifications Required

The preferred consultant/ firm for the assignment should be a holder of PhD or Master's degree in records management or information science, or any relevant discipline with not less than 5 years' work experience in the relevant field.

Specifically, the Consultant should be competent in the development of filing systems and have proven experience in working with electronic/ digital records management systems. The Consultant's CV should highlight similar assignments performed elsewhere in at least three (3) organizations with traceable contact persons for reference.

The consultant shall also be required to work with at least two (2) other team members with extensive knowledge in general administration, particularly in the registry/ records offices operations. The team members should have a minimum qualification of a Degree in Business Administration or Records Management/Archive Administration with not less than five years' work experience in the field of records management and/or archives administration and office procedures.

6. Duration

The Assignment is expected to be undertaken over a period of 90 man days from the date of commencement.

7. Reporting Requirements

All the reports and the policy documents for the assignment shall be submitted in hard copy and electronic formats acceptable to the designated officer or his/ her alternate at the Council's Head Office.

8. Responsibilities of the Council

- a) The Council shall designate relevant staff members to be liaising with the Consultant during the period of the assignment.
- b) The Consultant shall report to the designated officer or his/ her alternate responsible for the assignment.
- c) The Council shall also provide the following support services and facilities without any charge as follows: -

- Access to reports, records/information, and to other personnel, as appropriate, and in a timely manner; as well as office space, photocopy facilities, local transport and administrative support.

9. Closing Date

The Consultant's proposal for undertaking the exercise shall be submitted in person to the address below in a sealed envelope marked "**Proposal for Upgrading of the Records Management System**" not later than **16th November 2021 by 10:00am**.

**The Chairperson,
Internal Procurement and Disposal Committee
Lilongwe City Council
Robert Mugabe Street,
Civic Offices, City Centre,
P.O. Box 30396
Lilongwe 3**

**JOHN CHOME
CHIEF EXECUTIVE OFFICER**