**Terms of reference
and technical Specifications**

1. **General information**

**Project name:** Supporting progress in key areas of public administration reform in Lebanon

**Donor:** European Union

**Implementing agency:**  Expertise France

**Beneficiaries:** Civil Service Board, Public Procurement Authority, Court of Audit, Central Inspection Board, and the National Anti-Corruption Commission

**Assignment name:** Contracting of an expert in Information and Communication Technology (ICT)

**Duration of the assignment:** Up to 90 days over a 6 months period

**Assignment location:** Beirut, Lebanon

**Job title:** IT support

**Contact persons:** rayan.merheb@expertisefrance.fr

1. **Context and justification of the need**

Expertise France (EF) is a public agency created on the 1st of January 2015, and it has joined AFD Group as of January 1, 2022. EF offers program engineering and technical assistance by developing and implementing international cooperation actions worldwide. Expertise France is the French public agency for international technical assistance.

**Project**: Supporting progress in key areas of public administration reform in Lebanon

Since 2019, Lebanon has been facing one of the worst economic crises globally since the mid-nineteenth century according to the World Bank, with 2 major events intensifying its impact, the COVID-19 pandemic and the Beirut port explosion in 2020. As the financial and economic situation unfolds, the downfall can be seen in all of the country’s aspects, from the availability of state services to the functioning of public administrations. Understanding the extent of this downfall requires an overview of several key facts that could represent Lebanon’s new reality.

Lebanon has also been facing political and economic crises for several years. The country has a complex political system that is based on power-sharing arrangements among its religious sects. However, this system has led to political gridlock, corruption, and a lack of accountability, which has resulted in a deteriorating economic situation and social unrest. The political deadlock in Lebanon refers to the ongoing inability of the country's political leaders to form a functioning government. This deadlock has been repetitive and has always persisted for multiple months and sometimes years.

The country’s worsening context has severe consequences on all sectors, with Lebanese public administrations being the most affected due to the reduction of available public funds. This has affected the core of public services and the basic functioning of administrations.

**Needs justification**

Even before the beginning of the financial crisis almost all Lebanese public administrations had suffered from budgets that did not allow the proper handling of their IT infrastructure and IT systems. The complications have multiplied with the financial crisis and political gridlock in the country, leaving most public administrations in dire need of support.

The project is planning to support the IT department of the Court of Accounts (CoA), as it is currently understaffed and overworked. The IT support provided will vary but it will aim to assist the beneficiary in maintaining an adequate IT infrastructure, advance their IT environment, train the staff on the use of the newly deployed IT workflows, train the staff on the archiving system, amend the IT workflows based on the requirements of the CoA, all to ensure better efficiency in these administrations.

1. **Objectives and desired results**
	1. **General objective**

The objective of the assignment is assisting in the maintenance and management of CoA’s IT solutions, improving the user experience through clear instructions and effective training, and supporting CoA Staff in various installed IT solutions.

* 1. **Specific objectives**
1. Offer prompt and efficient technical support to end-users, ensuring minimal downtime and optimal productivity, in order to increase users’ engagement, retention, and conversion rate.
2. Collaborate with IT staff to support CoA internal workflow solution, contributing to the amendment of existing solutions and the implementation of new technologies and solutions.
3. **Key Responsibilities**

**Trainings: Workflows and Archiving System**

* Conduct training sessions for new and existing users, providing clear instructions and support to help them navigate the system effectively. The system includes the IT workflows related to each person’s roles and responsibilities, as well as the archiving process for digitizing paper documents available at the Court of Accounts.
* Conduct hands-on trainings for staff, and follow-up with teams on the ground to ensure new system is implemented correctly.
* Conduct trainings to enhance computer skills and knowledge of staff where needed.
* Communicate technical information effectively to non-technical users, ensuring they are supported and informed.
* Provide first-level support to end-users experiencing issues with the Workflow Management System, ensuring timely resolution of problems.
* Develop and maintain comprehensive documentation, including user guides, FAQs, and troubleshooting manuals.
* Stay updated with the latest developments in IT and workflow management technologies, seeking opportunities to improve system efficiency and user experience.

**Amendments: IT Workflows**

* Work closely with CoA departments to understand user needs and provide solutions that enhance the workflow management process.
* Amend the Workflow Management System where needed, based on the CoA’s official requirements.
* Troubleshoot and diagnose software, hardware, and network-related issues, escalating more complex problems to Tiers 2 and 3 support.

**ICT environment**

* Assist in the regular maintenance and updates of the Workflow and Archive Systems to ensure optimal performance and security.
* Monitor system performance, identify potential issues, and implement preventative measures to avoid disruptions.
* Assist in implementing and maintaining security protocols to protect sensitive data within the Workflow Management System.
* Ensure compliance with policies and industry regulations related to IT and data management.
* Support the CoA’s IT department in maintaining the ICT environment in all its aspects.
1. **Evaluation Metrics**

**Training and Documentation Quality**

* Effectiveness of user training sessions, measured by user feedback and proficiency improvements.
* Quality and comprehensiveness of documentation, as indicated by user reliance and feedback.

**Communication and Collaboration**

* The IT support will be reporting to the project’s senior IT expert, who has been extensively involved with the administration, and to the component manager.
* Effectiveness of communication with end-users, measured by clarity and user feedback.
* Collaboration with CoA departments, contributing to problem-solving and project success.

**Proactive Problem Management**

* Identification and resolution of potential issues before they impact users.
* Implementation of preventative measures to reduce the occurrence of recurring issues.

**Compliance with expected timeframe**

* The work at the Court of Accounts has a tentative timeframe that guides the work of the IT experts, in order to ensure the proper advancement of the project:

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| --- | --- |
| **Main Tasks** | **Timeframe** |
| Collect comments of the CoA regarding the existing IT workflows and discuss them in detail with the responsible staff | 1st month of the work |
| Train the General Prosecutor’s office on the IT workflows related to their work | 1st month of the work |
| Train 1 chamber of the court on the IT workflows related to their work | 1st month of the work |
| Train the archiving team on the digital archiving system and work directly with them on scanning several thousand pages to ensure full compliance | 1st month of the work |
| Train 1 chamber of the court of the IT workflows related to their work | Starting the 2nd month of the work, train 1 chamber every 2 weeks |
| Start amending the IT workflows based on the official requirements of the court | 2nd month of the work |
| Support to the IT department regarding the ICT environment | Throughout the time of the contract, with emphasis on ICT issues affecting the workflows and archive |

**Deliverables**

* Updated and user-friendly documentation of the system in place.
* Well documented training material for IT workflows and archive, enabling the administration to conduct training of trainers in the future.
* Clear documentation of amendments officially requested for IT workflows.
* Monthly time sheet for hours worked.
* Monthly report narrating the progress made, lessons learned, anticipated tasks, etc.
1. **Place and duration**
	1. Daily onsite at Court of Accounts (COA) – Beirut. Remote or Hybrid is not possible.
	2. CoA working hours are from Monday to Friday from 8:30 AM till 3:00 PM
	3. The engagement of the IT Support will be for a period of 6 months, with the possibility of extension based on project requirements and performance evaluations.
2. **Qualifications and Expertise**

 The ideal candidate should possess the following qualifications and expertise:

* A bachelor’s degree in IT or a related field.
* Relevant IT certifications (e.g., CompTIA A+, Microsoft Certified: Fundamentals) are advantageous.
* 3 to 4 years of previous experience in IT support or a related field is required, particularly in supporting software applications.
* Familiarity with workflow management systems or similar software is a plus.
* Proficiency in troubleshooting hardware and software issues.
* Strong problem-solving and analytical abilities.
* Excellent communication and interpersonal skills.
* Ability to work independently and as part of a team.
* Customer-focused mindset with a commitment to providing high-quality support.
1. **How to apply**

The application should include:

### For Companies

* Annex I – complete Legal entity form including MOF registration and VAT number.
* Annex II – complete financial identification form.
* Detailed CVs for all experts involved.
* Application Form (detailing the daily rate).

### For Individuals (freelance consultants)

* + Annex II – Complete financial identification form.
* Application Form (detailing the daily rate).
	+ MOF registration number.
	+ A Resume in English highlighting background, education and proven experience.

Please send your proposal by email to Mr. Rayan Merheb at the following address:

Rayan.merheb@expertisefrance.fr

**Submission deadline**

All applications must be submitted no later than 30th of September 2024, 5 PM.