COUNTRY: KENYA

PROJECT: KENYA DIGITAL ECONOMY ACCELERATION PROJECT (KDEAP)

IMPLEMENTING AGENCY: Information and Communications Technology Authority (ICTA)

PROJECT ID: P170941; Credit Numbers 7289-KE and 7290-KE

TERMS OF REFERENCE FOR:

Request for Expression of Interest

for

Individual Expert - Senior Technical Officer (Processes and Standards)

Contract No: KE-ICTA-500817-CS-INDV

Issue Date: 23rd September 2025

Closing Date: 8th October 2025 at 10:00AM

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1. Background

The Government of the Republic of Kenya (GoK) has received financing in the amount equivalent to US$390 Million from the World Bank towards the cost of the first phase of the Kenya Digital Economy Acceleration Project (thereafter KDEAP or Project)[1] and it intends to apply part of the proceeds to payments for goods, works, non-consulting services and consulting services to be procured under this project.

The project will include the following components.

Component 1: Digital Infrastructure and Access (US$220million). This component supports the expansion of the broadband coverage and access as well as the enhancement of the enabling environment for the digital economy under five sub-components:

Sub-component 1.1: Extending the Reach of the Backbone Network (middle mile). This subcomponent aims to deepen the coverage of national broadband backbone networks by extending it to the ward level and by providing redundancy on key routes.

Sub-component 1.2: Increasing Last Mile Connectivity for Education

This subcomponent will support the expansion of last-mile internet connectivity for priority locations in the education sector, particularly in underserved rural areas.

Sub-component 1.3: Enhancing Government Connectivity

This subcomponent aims to boost internet connectivity provided to Government Ministries, Counties, Departments & Agencies in rural areas by supplying them with pre-paid bandwidth under long-term supply agreements.

Sub-component 1.4: Strengthening the Digital Enabling Environment

This subcomponent will finance technical assistance (TA) and capacity building activities to enhance the policy and regulatory environment for the digital sector in line with the evolving needs of a thriving digital economy.

Sub-component R1.5 Enhancing Regional Digital Infrastructure

This subcomponent will extend the efforts to enhance Kenya's backbone network (subcomponent 1.1) by strengthening its broadband connections with neighboring countries and increasing the number of fiber border crossings.

Component 2: Digital Government and Services (US$104million). This component supports increasing efficiency and security in government operations. The component will invest in automating and digitizing selected government services while strengthening the legal and policy frameworks and the technical architecture needed to enable a whole-of-government transition to digital services.

[1] The Program Information Document for KDEAP, and other documentation, is available at: https://projects.worldbank.org/en/projects-operations/project-detail/P170941.

Sub-component 2.1: Digitizing Selected Government Services. This subcomponent will support end-to-end digitization for selected key government services.

Sub-component 2.2: Developing the Critical Enablers for Digital Government. This subcomponent will strengthen the technical, institutional, legal, and regulatory foundations for the whole-of-government digital transformation.

Sub-component R2.3: Enhancing Regional Data Governance. This regional subcomponent will seek to establish Kenya as a leading regional digital services provider through strengthening its data governance regime and capabilities in line with international and regional standards.

Component 3: Digital Skills and Markets (US$51million). This component supports enhancing digital skills, device affordability and e-commerce underpinning the digital economy. More specifically, this component aims to equip young Kenyans with digital skills and strengthen their abilities to access and compete in domestic and regional markets, to study mechanisms to improve access to affordable devices and through enhancing the enabling environment for e-commerce to support Kenya's role as a regional digital hub.

Sub-component 3.1: Supporting Digital Literacy. This subcomponent, with the Ministry of Education (MoE) as an implementing partner, will strengthen digital literacy and digital skills programs, including through the rollout of Phase 3 of the national Digital Literacy Programme to junior secondary schools and TVETs, and capacity building and content development for teachers in teacher training colleges to leverage digital technologies. Strengthening digital skills and fostering a culture of innovation and collaboration will be critical to preparing young Kenyans for the workforce of the future.

Sub-component 3.2: Enhancing Employment-ready Digital Skills. This subcomponent will seek to provide Kenyans with advanced digital skills in line with emerging opportunities in the creative industry and the digital economy.

Sub-component 3.3: Promoting Device Affordability. This subcomponent will complement the work on digital skills development by studying the mechanisms for putting advanced digital devices in the hands of those who need them most.

Sub-component R3.4: Positioning Kenya as a Regional Digital Hub. This regional subcomponent will seek to position Kenya as a regional hub for software development and promotion of digital content.

Component 4: Project Management (US$15million). This component will support project implementation, coordination, and capacity building.

4.1: Project Implementation Support

The project implementation unit (PIU) is anchored at the Information and Communication Technology Authority (ICTA), which is a specialized agency of the Ministry of Information, Communications and The Digital Economy (MICDE) and which draws upon expertise and staff from MICDE and other Ministries, Departments and Agencies (MDAs). The PIU is staffed with a project coordinator, procurement and financial management specialists, and environmental and social specialists. Other positions, for instance, technical specialists, monitoring and evaluations (M&E), gender, communications, etc. are added on a need basis. The component also covers the costs of office equipment, incremental operating costs, and audits.

R4.2: Management of Regional Activities

The PIU will also manage the regional activities under the project, as covered in sub-components R1.5, R2.3 and R3.4.

The Project Implementation Unit (PIU) is responsible for the project overall implementation, fiduciary aspects, Environment and Social Framework (ESF) compliance for the project.

The ICT Authority intends to apply a portion of the proceeds of the Credit towards recruiting project staff to support the PIU in implementation of the Kenya Digital Economy Acceleration Project (KDEAP).

2. Objectives of the Assignment

The Information Communication Technology Authority (ICTA), which houses the KDEAP project information unit (PIU), seeks to engage a qualified individual to serve as a Senior ICT Officer Standards Development within the PIU. This officer will play a critical role in supporting the effective implementation of ICT projects, funded by the World Bank, by ensuring adherence to international and national ICT standards and processes.

The Senior ICT Officer Standards Development will be responsible for developing and reviewing technical proposals, and verifying compliance with applicable standards, monitoring the application of industry best practices during project execution, and evaluating the performance of implementing agencies and contractors against required standard operating procedures (SOPs). The Officer will also prepare compliance reports, provide technical guidance, and collaborate with external quality assurance and risk management firms to ensure the projects meet present and future ICT requirements.

The Senior ICT Officer Standards Development will contribute to the quality, consistency, and accountability of ICTA's project implementations by ensuring all technical components align with recognized frameworks and best practices, ultimately enhancing the efficiency, security, and sustainability of public sector digital infrastructure.

3. Scope of Services and Specific Tasks of the Assignment

3.1Scope of Services

The Senior ICT Officer Standards Development will be responsible for ensuring that all ICT activities under the KDEAP Project adhere to internationally recognized standards, national ICT frameworks, and World Bank guidelines. The officer will play a key role in the technical review and evaluation of project deliverables, ensuring quality, compliance, and the use of future-fit technologies in line with best practices. The Officer will also support the PIU by tracking compliance with ICT standards, assessing adherence to Standard Operating Procedures (SOPs), and coordinating with internal and external quality assurance partners and work to ensure that systems and services deployed under the KDEAP project are robust, secure, scalable, and aligned with future-fit digital infrastructure goals.

Specifically, the Senior ICT Officer Standards Development will:
i) Support the review of technical proposals and solutions to ensure alignment with international and national ICT standards and World Bank processes.
ii) Monitor and evaluate the implementation of approved ICT standards and Standard Operating Procedures (SOPs) by contractors and implementing agencies.
iii) Compile and disseminate compliance reports, highlighting adherence or deviations from the required ICT standards.
iv) Coordinate closely with the standards, Quality Management Systems (QMS), and Enterprise Risk Management (ERM) consulting teams to develop recommendations for technical process improvements.
v) Provide guidance to ensure all ICT components under the project meet the minimum acceptable technical and security standards throughout the implementation lifecycle.

3.2 Specific Tasks of the Assignment

The Senior ICT Officer Standards Development will perform the following tasks:

i) Technical Review and Assessment

- Participate in the evaluation of technical proposals submitted by vendors and implementing agencies, and in the subsequent management of project implementations
- Assess technical documentation to ensure compliance with defined ICT standards.
- Recommend improvements to ensure technical designs are future-proof, secure, and interoperable.

ii) Standards Compliance Monitoring

- Monitor project implementation activities to ensure that contractors adhere to predefined technical standards and processes.

- ↘ Carry out periodic assessments of systems and infrastructure to validate compliance with ICT SOPs and best practices.
- ↘ Maintain a tracking system for standards compliance across all project components.

iii) Reporting and Documentation

- ↘ Prepare and submit detailed reports outlining the level of compliance of implementing agencies and contractors with required technical standards.
- ↘ Document recurring issues, risks, and recommendations for corrective action.
- ↘ Support knowledge-sharing and dissemination of standards-related documentation within the PIU and to key stakeholders.

iv) Technical Collaboration and Advisory Support

- ↘ Work in collaboration with the QA, ERM, and ICT standards advisory firms to define, review, and refine SOPs and ICT service delivery standards.
- ↘ Provide input for technical capacity building and awareness activities targeting project stakeholders.
- ↘ Contribute to strategic planning of technical requirements across the project phases.

v) Risk and Issue Management

- ↘ Identify technical risks arising from non-compliance or poor adherence to ICT standards.
- ↘ Advise the PIU on mitigation strategies to address potential technical failures or inefficiencies.
- ↘ Participate in post-implementation reviews to extract lessons learned and recommend adjustments to future technical plans.

4. Duration and Location of Assignment

The assignment will be for a total period of thirty-six (36) calendar months, beginning with an initial contract of twelve (12) months renewable twice based on satisfactory performance, project needs, and funding availability (but not beyond the project closing date of October 31, 2028). A three (3) month probation period will apply upon contract commencement.

The Senior ICT Officer Standards Development shall be based in ICT Authority, 12th floor Teleposta Towers, Nairobi, Kenya, with travel required across the country as necessary to assess project progress.

5. Reporting Requirements and Timeline for Deliverables:

The Senior ICT Officer Standards Development will prepare a monthly report highlighting the tasks performed, challenges, and specific recommendations on key actions that should be taken to steer the project to success. All reports prepared by the Officer shall be reviewed and submitted to the Project Coordinator.

All reports will be submitted within 7 days after the end of reporting month or period in hard and soft copies (in Microsoft Word, Excel, or Power Point, or in any other format as may be deemed appropriate by the PIU Project Coordinator. These reports will accompany the Officer's timesheet for payment.

6. Payment Schedule / Remuneration

The Senior ICT Officer Standards Development shall be remunerated based on a consolidated monthly rate (inclusive of all tax obligations), which will be negotiated with the successful candidate during Negotiations. Remuneration will be based on competitive rates, commensurate with the selected candidate's area of expertise and work experience, provided he or she has satisfactorily fulfilled all requirements stipulated herein above.

Payment shall be monthly upon submission and approval of the monthly reports. The Officer will submit to the Project Coordinator, a monthly timesheet, with a supporting invoice, as the basis for payment for the services. Costs incurred by the Officer outside the assignment location will be reimbursed upon submission of a statement of expense and verifiable supporting documentation to the KDEAP Project Coordinator.

7. Minimum Qualifications and Experience Requirements

The Senior ICT Officer Standards Development shall possess the following minimum qualifications and experience:

i. At least a Bachelors' degree in any of the following fields: Information Technology, Computer Science, Telecommunication, Electrical and Electronics Engineering or equivalent qualification from a recognized institution from a recognized institution, with a higher degree an advantage;
ii. A minimum of six (6) years of general experience in the ICT or technology sector.
iii. A minimum of two (2) year of specific experience in ICT standards and processes within a technology-focused organization
iv. Professional Certification in any of the following: CCNA, CISA, OCP, ITIL, COBIT, CISSP, CCSA, or equivalent.

8. Management and Accountability of the Assignment

The Processes and Standards Officer will be contracted by the ICT Authority (ICTA) and report directly to the Project Coordinator. ICTA, represented by its Chief Executive Officer (CEO), will serve as the Client for the services. On a day-to-day basis, the Officer will collaborate closely with the PIU and other project teams, including Quality Management Systems (QMS) and standards consultants, to ensure effective and compliant ICT implementation.

The Officer is expected to exhibit high levels of initiative, technical acumen, integrity, and professionalism, aligning work with the technical objectives and implementation framework of the project.

9. Responsibility of the Client

The Senior ICT Officer Standards Development shall be contracted by the ICTA. The Officer must ensure that the tasks identified above are performed in a result-oriented manner with the sole objective of achieving outputs and outcomes expected from the assignment as has been described in the details above.

The client will provide free of charge all available existing information including the communication strategy, data, reports and clips and will assist the Officer in obtaining other relevant information and materials from governmental institutions and state authorities where necessary. However, it is the duty of the Officer to check availability, quality and suitability of this information. The information, data, reports as mentioned above will be available for the Officer's unlimited use during execution of the proposed services within the project.

Where travelling individually on project duties, subsistence allowance shall be paid in the equivalence of the Public Service Job Group N rates. All individual travel shall be approved prior to the task by the Project Coordinator.

10. Responsibilities of the Senior ICT Officer Standards Development

The Senior ICT Officer Standards Development will be responsible for:

- ⇒ Ensuring technical compliance of ICT systems and infrastructure in line with international and national standards.
- ⇒ Conducting reviews, assessments, and monitoring of technical implementation and reporting findings.
- ⇒ Supporting the PIU in aligning technical execution with the World Bank and GoK digital infrastructure policies and SOPs.

- ⇒ Coordinating closely with relevant consultants and agencies to maintain quality, secure, and efficient ICT service delivery.
- ⇒ Participating in knowledge-sharing and standards adoption initiatives.

Official work-related travel and associated costs shall be covered as per GoK public service rates**.** Prior approval must be obtained from the Project Coordinator for all official travel. ICTA will provide all necessary resources, tools, and system access to enable the effective execution of their responsibilities.

11. Confidentiality and Proprietary Rights

All data, documents, reports, and technical information accessed or developed during the course of the assignment shall remain the exclusive property of ICTA. Senior ICT Officer Standards Development shall not disclose, reproduce, or use this information for any purposes beyond their official duties without written consent from ICTA. Upon completion or termination of the assignment, the Officers shall return all project-related materials and ensure that no unauthorized copies are retained. ICTA retains all proprietary rights over the technical standards, implementation processes, and associated intellectual property developed under this engagement.