

TERMS OF REFERENCE (TOR)
for
ICT, CCTV, FINANCIAL SYSTEMS, AND TECHNOLOGY MANAGEMENT CONSULTANT

1. Background

The Africa Alliance of YMCAs (AAYMCA), headquartered in Nairobi, Kenya, serves as a Secretariat for 23 National Movements across Africa with a shared vision of “Empowering Young People for the African Renaissance.” AAYMCA also operates as a Technical House to support its members through evidence-based and innovative solutions in:

- Youth intervention models along five thematic areas: Youth Justice, Civic Action, Economic Renaissance, Transformative Masculinity, and a Sustainable Continent.
- Capacity building for effective program implementation and communication.
- Movement sustainability, governance, and delivery excellence.

To achieve its mission and adapt to emerging challenges, AAYMCA must enhance its technological capabilities and infrastructure, ensuring agile, secure, and efficient systems that meet its growing demands.

Current ICT and Security Infrastructure

- AAYMCA has basic ICT infrastructure supported by volunteers or part-time technicians.
- A CCTV system monitors critical areas of its commercial property but requires modernization.
- Limited expertise in managing Apple devices (e.g., MacBooks) alongside other IT systems creates operational challenges.

With growing demands for ICT support and integration, the AAYMCA seeks a consultant to manage and improve its ICT, CCTV, financial systems, and MacBook-specific technology to drive innovation, improve security, and enhance operational efficiency.

2. Purpose

The consultant will ensure the optimal performance, reliability, and security of AAYMCA’s technology systems, address technical issues promptly, and implement preventative measures to avoid system downtime.

3. Scope of Work

ICT Systems:

- Maintenance and updates for hardware, software, and network devices.
- Management of MacBooks and troubleshooting of macOS-specific issues (e.g., operating system updates, data recovery, compatibility issues).
- Cloud system optimization and integration.
- Implementation and monitoring of cybersecurity measures, including phishing protection and endpoint security for all devices.
- System backups and disaster recovery planning.

CCTV Systems:

- Regular checks and updates for surveillance equipment.
- Upgrading to modern IP-based CCTV systems with networked capabilities.
- Integration with other ICT systems to allow real-time monitoring and analytics.
- Training for staff in the operation and management of CCTV systems.

Financial Systems:

- Integration of financial systems with other digital tools to streamline operations.
- User training and provision of comprehensive documentation.
- Designing user-friendly interfaces and efficient data workflows.
- Implementation of system updates and data migration as required.

MacBook and Device Management:

- Installation, setup, and maintenance of macOS devices.
- Addressing software and hardware compatibility with organization-wide systems.
- Offering training for staff in using macOS for maximum productivity.

Capacity Building:

- Training sessions for staff on ICT tools, cybersecurity best practices, and macOS functionalities.
- Development of training manuals, quick reference guides, and troubleshooting documents.

Technology Strategy and Recommendations:

- Conducting periodic audits of ICT and CCTV systems and providing upgrade recommendations.
- Advising on technology trends and how they can be leveraged to achieve organizational goals.

4. Objectives

- Enhance system reliability, functionality, and integration.
- Ensure operational efficiency with minimal downtime.
- Protect data and systems against security threats.
- Build staff capacity to manage and utilize ICT, CCTV, and MacBooks effectively.

5. Deliverables

- Comprehensive system audit reports with actionable insights.
- Maintenance logs and schedules.
- User manuals and training documentation.
- Recommendations for upgrades and future investments.
- Quarterly performance reports highlighting completed tasks, challenges, and improvements.

6. Duration

The contract will span **one year**, commencing upon signing. Extensions will be subject to written requests and approval by AAYMCA.

7. Reporting and Communication

- **Frequency:** Quarterly reports.
- **Key Contacts:** AAYMCA Administrator, Finance Manager, and Business Development Officer.
- **Submission:** All reports and communications should be sent to the AAYMCA Administrator.

8. Qualifications and Experience

- Certifications in ICT management (e.g., CompTIA A+, Cisco CCNA, Apple Certified Support Professional).

- Proven experience in ICT, CCTV, and financial systems maintenance.
 - Expertise in macOS and Apple ecosystem management.
 - Familiarity with cybersecurity protocols and compliance standards.
 - Strong communication and training skills.
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9. Budget and Payment Terms

- Services will be remunerated on a retainer basis, with details to be negotiated.
 - Payments will adhere to local and international taxation laws.
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10. Terms and Conditions

Confidentiality:

- Proprietary and sensitive information must remain confidential.
- Data protection compliance must align with GDPR, CCPA, or equivalent regulations.

Liability and Insurance:

- The consultant must ensure liability coverage for potential damages or claims arising during the contract.

Termination Clause:

- Either party may terminate the contract with **one-month written notice**.
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11. Application Process

Applications must be submitted by **27th December 2024** to aaymcas@africaymca.org with the following documents:

- Cover letter.
 - Company profile or CV outlining relevant experience.
 - Proposed approach and methodology.
 - Budget and payment terms.
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12. Evaluation and Selection Process

Applications will undergo the following evaluation stages:

1. Defining criteria and requirements.
2. Initial screening of applicants.
3. Detailed assessment of technical and financial proposals.
4. Interviews with shortlisted candidates.
5. Final selection and contract negotiation.