Tilitonse Foundation
Plot No. 128, Lizuzlu Street, Area 47 Sector 5
P.O. Box 31815, Lilongwe, Malawi
+265 (0) 0887 005797/0991 796829
info@tilitonsefoundation.org

TERMS OF REFERENCE FOR DEVELOPING INFORMATION MANAGEMENT AND FILING SYSTEM

A. Background

Tilitonse Foundation is a registered company, limited by guarantee, which was established in 2016 as a grant making and Capacity Development facility to support Malawian Non State Actors to engage in governance interventions. Tilitonse Foundation has the following objectives:

i. To build capacity in Non-State Actors to promote, strengthen, enhance and entrench good governance and build sustainability;
ii. To mobilize and provide funds to Non- State Actors for promotion and enhancement of good governance in Malawi;
iii. To provide a platform for Non-State Actors for improving inclusivity, transparency, accountability and responsiveness in governance in Malawi; and
iv. To promote and encourage Non-State Actors to engage in societal transformation through catalyzing more accountable, inclusive and responsive governance.

Tilitonse Foundation would like to engage the services of a consultant to develop an information management and filing system for the organization.

Objectives of Work

The overall objective of this assignment is to develop an information management and filing system for Tilitonse Foundation.

Scope of Work

The duties and responsibilities of the consultant/s will be to:

1.Identify document types necessary for filing: Determine the types of documents Tilitonse Foundation generates, receives and requires for Governance, operations and programming. This could include reports, memos, invoices, contracts, policies, etc.

2. Define Document Categories: Establish a hierarchical structure or categories for organizing documents. This could be based on departments, projects, processes, document types, or any other relevant criteria.

3. Set up a manual Filing System: Establish an indexed filing system for organized filing and retrieval of documents.

4. Set up an electronic Information Management System: Propose and develop with Tilitonse Foundation an electronic Information Management System (IMS) which suits the Foundation's needs.

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- Set Access Control Policies: Define who can upload, file, access, edit, and delete documents within the system, and Implement security measures to protect sensitive information.

- Identify Document Templates: Identify already existing or Design templates for frequently used documents to maintain consistency in formatting and content. This could include letterheads, meeting agendas, expense reports, etc.

- Implement Version Control: Set up version control mechanisms to track changes made to documents over time. This ensures that users can access previous versions if needed and helps prevent conflicting edits.

- Establish Document Review Process: Define a review and approval process for documents, especially for those requiring input from multiple stakeholders. This could involve assigning roles and permissions for reviewers and approvers.

- Provide Training and Support: Orient Tilitonse Foundation staff on how to use the information management system effectively. Offer training sessions and provide documentation or tutorials as needed. Also, designate a point of contact for technical support and troubleshooting.

- Backup and Disaster Recovery: Implement backup procedures to ensure that documents are safely stored and can be recovered in case of data loss or system failure. Consider offsite backups or cloud storage for added redundancy.

5. Document Retention Policies: Establish policies for how long documents should be retained and when they can be safely disposed of to manage storage space and ensure compliance with legal requirements.

6. Upload all available documents in the information management system.

7. File and label all available documents based on the newly developed filing system.

Deliverables

1. An Inception report detailing understanding of the assignment, methodology to be used and timelines
2. Manual indexed filing system.
3. An electronic information management system.
4. Information Management system policies and procedures
5. Tilitonse Foundation staff orientation.
6. All Tilitonse Foundation documents uploaded in the Information Management system.
7. All TF documents filed in labelled files.

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8. Back up and trouble shooting

Duration and Timing of the Assignment
The assignment is planned to take place from July 2024 to September 2024

Qualifications
Lead consultant to have a minimum of a Master's Degree in Library and Information Sciences and any other related areas.

Experience

1. At least 5 years' experience in similar roles and assignments
2. Excellent communication and written skills
3. Demonstrable experience in manual and electronic Information Management and Filing System development.

Application Process
Interested and qualified Consultants/service providers are invited to apply. The service providers must submit the following documents/information to demonstrate their qualifications:

1. A technical proposal detailing applicant's understanding of Terms of Reference (ToR), proposed methodology, applicant's key member's CV. A financial proposal should be included in the submission
2. Contacts (email and phone) of 3 former clients or referees.
3. A detailed list of similar assignments that the consultant has conducted in the past 3 years.

Full Technical and Financial Proposals should be submitted to the addresses below by 7th June 2024

Physical Address	**Postal Address**	**Email Address**
Tilitonse Foundation Plot No. 128, Lizulu Street Area 47 Sector 5 LILONGWE Malawi	Tilitonse Foundation P.O. Box 31815 LILONGWE Malawi	e.musiya@tilitonsefoundation.org with a copy to submission@tilitonsefoundation.org