



TERMS OF REFERENCE1`

CONSULTANCY FOR CONDUCTING AND DEVELOPMENT OF IT PROCESS MAPPING FOR THE NAMIBIA ASSOCIATION OF MEDICAL AID FUNDS [NAMAF]'S BESPOKE SYSTEM.

1. Statutory Mandate

Namaf is established in terms of the Medical Aid Funds Act, 1995 (Act No. 23 of 1995). In terms of section 10 (3) of the Act, 1995, Namaf's statutory objects is to *'control, promote, encourage and co-ordinate the establishment, development and functioning of funds in Namibia'*. To achieve this object, section 12 of the Act, 1995 empowers Namaf to:

'consider any matter affecting medical aid funds or the members of such funds and make representations or take such action in connection therewith as the Association may deem advisable'.

and

generally, do anything that is conducive to the achievement of its objects and the exercise of its powers, whether or not it relates to any matter expressly mentioned in this section'.

2. Objectives

The overall objective of this consultancy is to conduct IT Process Mapping for Namaf's bespoke system for targeted architecture ownership and control of IT assets.

3. Institutional Context

To leverage efficiencies, reduce costs and assume better control and ownership of its technology assets, Namaf performed a technology assessment. The Technology Assessment report provides insight into Namaf's current infrastructure as well as help to plot a future architecture intended to achieve its strategic objectives. The assessment revealed the following architectural limitations:

- (a) Multiple vendors;
- (b) Disparate systems;



(c) Lack of information system integration nor interfaced; and

(d) Control is limited to hosting of database and structures by Amazon Web Services (AWS) platforms.

4. Scope of Work

The scope of work for the Consultant will include but not be limited to:

4.1 Perform IT risk assessment and identify gaps;

4.2 Through a facilitative approach conduct and map all IT processes; and

4.3 Propose a phased tactical implementation plan to optimize the current systems with a view for targeted ownership and control of IT assets.

5. Deliverables

At the end of the consultancy, the Consultant must produce and deliver IT mapped processes report for Namaf's bespoke system for targeted ownership and control of IT assets.

6. Time Span

This consultancy is expected to be carried out over a period of 90 days commencing from date of engagement.

7. Institutional Arrangements

7.1 Reporting

The Consultant will report directly to the Chief Executive Officer.

7.2 Background Information

Namaf will provide the following:

(a) 2021 – 2023 Strategy;

(b) Technology Landscape Assessment Report; and



(c) Any other consultancy requisite documentation.

7.3 Liaison

The Stakeholder Relationship and Communication Manager, Ms. Uatavi Mbai, shall coordinate meetings and other activities under the Consultancy.

8. Expertise

8.1 Academic Qualifications

(a) The team members must at least possess a Bachelors's degree in a relevant field in Technology or Business Efficiency and Analyses including a combination either in one person or in various other persons the following:

- (i) A sage partner;
- (ii) A Microsoft partner;
- (iii) A web architect and developer.

(b) Additionally, relevant IT certifications as required.

9. Experience

9.1.1 At least five (5) years professional experience in IT Architecture Review and process description and requirement gathering;

9.1.2 Proven experience in IT process mapping; and

9.1.3 Knowledge of the medical aid funding is an added advantage.

9.2 Skills and Competencies:

9.2.1 Ability to work with minimal supervision.

9.2.2 High level written and oral communications skills in English.



- 9.2.3 Must be result-oriented, a team player, exhibiting high levels of enthusiasm, tact, diplomacy, and integrity.
- 9.2.4 Demonstrate excellent interpersonal and professional skills in interacting with diverse stakeholders and interested parties.
- 9.2.5 Facilitation Skills.
- 9.2.6 Evidence of having undertaken similar assignments.

10. Application process

Interested and qualified Consultants should submit their proposals and applications which should include the following:

- 10.1 Detailed Curriculum Vitae of the Consultants to be fielded to the engagement; and
- 10.2 Proposal for implementing the consultancy including tools to be deployed.

Applications should be emailed to corporatecomm@namaf.org.na and reach us not later than Thursday, 23 March 2023.