

## REQUEST FOR EXPRESSIONS OF INTEREST

### **“VMWARE WORKSPACE ONE (DIGITAL WORKSPACE) ADMINISTRATOR CONSULTANT”**

**AFRICAN DEVELOPMENT BANK**  
**Avenue Joseph Anoma, 01 B.P. 1387, Abidjan, CÔTE D'IVOIRE**  
**Corporate IT Services Department (TCIS)**  
**E-mail: [IT\\_Recruitment@AFDB.ORG](mailto:IT_Recruitment@AFDB.ORG)**

1. The African Development Bank hereby invites Individual Consultants to indicate their interest in the following Assignment: **VMWARE WORKSPACE ONE (DIGITAL WORKSPACE) ADMINISTRATOR CONSULTANT**.

2. **OBJECTIVES OF THE ASSIGNMENT:**

The Corporate Information Technology Services department (TCIS) has rolled out and integrated the VMware Workspace One UEM solution and is seeking a VMware Workspace One specialist to administer, provide a technical expertise to build a digital workspace and strong enterprise mobility management solution for the Bank. Taking the solution from integration to adoption, support to the infrastructure to services management.

The consultant shall provide engineering expertise in the framework of the implementation, upgrade, administration/support, and the evolution of the project AfDB Digital Workspace, which includes the maintenance of the platform.

As a specialist, the expertise of the consultant shall be required to interact and interface with VMware and the project team, coordinate the development, and integration of the solution. The consultant's technical know-how of the product and the vendor is needed to convey both technical and functional requirements to plan and implement any enterprise upgrade and update of the solution.

To continual service improvement and user experience improvement, he shall implement and automate, administer, and manage analytical, reporting functions to access the Banks End User Devices security, health, loss, policy, etc.

The consultant shall provide industry insight into the development of surrounding technologies surrounding mobility, security, and accessibility to propel the Bank into modern management of data and business continuity.

The consultant shall implement process of automation and data Analytics around the technology. Providing integration to facilitate call logging systems with the functionality of a chatbot.

Being the « go to » as a subject matter expert of the solution, his technical knowledge shall be made available to assist in the knowledge evolution and transfer of the dedicated staff in TCIS department.

*More details about the scope of work and the expected deliverables are provided in Annex 1 below.*

### 3. **REQUIRED SKILLS AND COMPETENCIES**

- At least Master/Engineer degree in Computer science, Information Technology or equivalent
- VMware Certified DW (VCP -Digital Workspace
- VMWARE Certified Associate -Data center (VCA-DCV)
- Experience with SQL
- Experience having deployed Workspace One UEM Solution to enterprise customers.
- Experience in the region (EMEA)
- Experience with Office 365 and Windows 10 management
- Experience with IOS/ Android and Mac OSX operating systems
- Experience designing Architecture Topology.
- Knowledge with TOGAF methodology
- At least 7 years' experience working on VMWare Workspace One Digital Workspace/EMM Solution and platform.
- Experience with server configuration a plus: Windows Server 2008 / 2016, Linux Forms (Ubuntu, Fedora, Red Hat, OpenSource), Web server platforms (IIS, Apache)
- Experience with Coding a plus: PHP, ASP, .Net, C++, JavaScript / JQuery / AJAX, Objective C, XML / HTML, SQL
- Experience in Product Management, Project Management, or Change Management preferred.
- Understanding of mobile device communication and web application structure
- Strong understanding of specific mobile device platforms preferred.
- Technical design and documentation experience preferred.
- Excellent verbal and written communication skills; can explain technical topics in simple terms; is able to think quickly and react to client-impacting situations.
- Technical and creative problem-solving skills
- Ability to adapt to a dynamic environment.
- Self-motivated
- Ability to complete tasks with limited direction.
- Interest in mobile device community and leading mobility technology
- Takes initiative to successfully complete projects and promote company advancement.
- Proficient in all Microsoft Office applications (Word, Excel, PowerPoint)
- Fluent in French and English.

4. The **Corporate Information Technology Services Department (CHIS)** invites Individual Consultants to indicate their interest in providing the above-described services. Interested

Consultants shall provide information on their qualifications and experience demonstrating their ability to undertake this Assignment (**CV, documents, reference to similar services, experience in similar assignments, etc.**).

5. The eligibility criteria, the establishment of a short list and the selection procedures shall be in conformity with the Bank's procedures for the acquisition of consulting services funded by the administrative or capital expenditure. Please, note that interest expressed by a Consultant does not imply any obligation on the part of the Bank to include him/her in the shortlist.
6. The duration of services is **twelve (12) months**, and the estimated starting date is **15 February 2023**.
7. The work will be carried out at the Bank's Headquarters in Abidjan, Cote d'Ivoire. Any travel or working from home will be approved by the Manager, Digital Client Services.
8. Interested Individual Consultants may obtain further information at the address below during the Bank's working hours: from 08:00 to 17:00 hours, Abidjan Local Time.
9. Expressions of interest must be received by email at the address below no later than **Friday 03 February 2023 at 17:00 hours, Abidjan local time** and specifically mentioning **"Expression of Interest – VMWARE WORKSPACE ONE (DIGITAL WORKSPACE) ADMINISTRATOR CONSULTANT"**.

For the attention of: **IT Recruitment Team**  
African Development Bank  
Corporate IT Services Department (TCIS)  
Avenue Joseph Anoma, 01 B.P. 1387,  
Abidjan, CÔTE d'IVOIRE  
Email : [IT\\_Recruitment@AFDB.ORG](mailto:IT_Recruitment@AFDB.ORG)

#### **10. ESTABLISHMENT OF THE SHORT LIST**

A shortlist of three to six individual consultants will be established at the end the request of expressions of interest. The consultants on the shortlist will be judged on the following criteria on the basis of their updated resume.

Level of education in general	20%
Educational level compared to the field of mission	20%
Years of experience in general	20%
Number of years of experience relevant to the mission	40%

## **ANNEX 1: SCOPE OF SERVICES AND EXPECTED DELIVERABLES**

### **I. SCOPE OF THE SERVICES**

- Review the existing installation of VMWare and provide all documentation of reference materials to ensure support continuity.
- Work with internal teams to hand over the system to systems engineers
- Train support teams on the HelpDesk to handle first level support
- Ensure ALL bank staff laptops and mobile phones are enrolled on WSP by end May 2023.
- Maintain and apply new functions and features made available from the upgrade to Enterprise Management.
- Implement new devices security policies and tools to measure Analytical, Security update and data loss prevention.
- Implement new mobile threat detection process to counter mobile devices antivirus threats and malware.
- Arbitrate between (VMware) and the Bank to relay and action internal requirements.
- Implement cyber security directives such as zero trust, conditional access etc.
- Publish existing and newly developed digital Business solutions bank wide on the AFDB digital workspace.
- Deliver the evolution of the online Knowledge base for TCIS, a central source of information for support that will also be used as a self-help area for end users.
- Implement a process to manage core security patch update for end user devices (mobile phones and Laptop),
- Management of the intelligence dashboard that provides analytical, reporting and automation of all end-user's devices.
- Deliver AfDB Digital Workspace application feedback process for TCIS 1 to allow continuous application improvement based on user experiences.
- Host an innovative/ interactive monthly Webinar/ Workshop to enhance solution knowledge and product awareness.
- Implement the new Digital Employee Experience.
- Establish clear, accurate project timelines and schedules; Monitor progress against schedule in a monthly report format.
- Proactively troubleshoot and resolve issues that arise.
- Deliver a record of encountered issues list, which includes resolutions and prioritizing issues.
- Liaise and support internal teams with the capabilities of the solution.
- Be the first point of call for Bank wide system integration and changes

## **II. EXPECTED DELIVERABLES**

- Implement integration with Business applications such as Azure, Apple Business manager.
- Implementation of macOS management in the existing Workspace One solution
- Deliver macOS Knowledge Transfer in the form of a workshops.
- Configure internal business systems and applications to be made available via the digital platform.
- Implement new identity and data protection policies with the security department, outlining the Banks ease of access to internal resources but with elevated security.
- Structure and configure the system for integration with new and existing digital initiatives.
- Implement, configure and administer the Bank's policies and application policies to the system
- Deliver Mobile first initiatives by creating a platform for development, evaluation, and deployment.
- Administer and maintain the Upgrade of Enterprise functions and features that are made available.
- Execute monthly reporting on the Digital infrastructure based on new upgrade features.
- Implement new Digital Employee Experience features.
- Configure Accounts Management and Directory Services
- Coordinate monthly Workshops with Stakeholders for the integration and needs of the solution.
- Provide alternative and improvements of the corporate existing products and use cases for a better user experience in report format.
- Draw up and provision technical designs and documentations.
- Provide the necessary materials needed to deliver communications on the new Digital Workspace initiative to the Bank.
- Structure and maintain an internal repository available online to provide quick resolution to problems by first line support.
- Establish and expand on an escalation support path to the newly created support team.
- Provide and structure a monthly workshops and Q&A sessions for key systems administrators and Staff/consultants.
- Organise knowledge transfer documents and sessions online for internal teams using digital media.
- Deliver and support staff on the additional enrolment campaign of the AFDB digital Workspace Project for regional offices.
- Maintain the evolution of the solution and surrounding technology based on the needs and requirements of the evolving Bank