

CONSULTANTS TO SUPPORT IMPLEMENTATION OF THE AFRICA CDC QUALITY MANAGEMENT SYSTEM TO ACHIEVE ISO 9001:2015 CERTIFICATION (SENIOR CONSULTANT)

REQUEST FOR BIDS (INDIVIDUAL CONSULTANT)

REFERENCE NUMBER: ACDC/ADM/CS/01-INDV

1. Background

Africa CDC is committed to strengthening its organizational management systems by aligning with international best practices. To this end, an integrated Quality Management System (QMS) compliant with ISO 9001:2015 standards is being developed to enhance operational efficiency, process consistency, and stakeholder confidence. To achieve this, the organization seeks the technical expertise of a seasoned ISO certification specialist.

2. Purpose

This consultancy aims to facilitate the organization's journey towards ISO 9001:2015 certification by conducting comprehensive process assessment, developing a tailored QMS framework, ensuring alignment with ISO standards, and providing strategic guidance for documentation, internal controls, and capacity building.

3. Objectives

The primary objective of this consultancy is to support the Africa CDC in achieving ISO 9001:2015 certification through the establishment and operationalization of a robust Quality Management System (QMS) aligned with international best practices.

Specifically, the objectives are to:

- Conduct a comprehensive organizational assessment to evaluate current processes, workflows, and documentation against ISO 9001:2015 standards.
- Develop, document, and implement a Quality Management System that enhances efficiency, consistency, and compliance across all Africa CDC operational units.
- Prepare detailed process maps and Standard Operating Procedures (SOPs) to ensure consistency, efficiency, and compliance with ISO requirements and best practices.
- Identify gaps and areas of non-conformity through a structured gap analysis and propose actionable recommendations for process improvement and corrective actions.
- Build institutional capacity through targeted training sessions, coaching, and knowledge transfer to ensure sustainability of ISO-compliant quality management practices within Africa CDC.
- Develop and validate a Certification Readiness Roadmap and internal audit checklist to guide the organization's certification process.

4. Scope of Work

The expert shall undertake the following key activities:

- Conduct a baseline organizational assessment, evaluating existing data, workflows, and documentation.
- Develop detailed process maps for core functional activities including data management, outbreak response, program delivery, and donor reporting.
- Review and draft SOPs for critical activities, ensuring they incorporate ISO standards, process controls, and organizational needs.
- Perform a comprehensive gap analysis against ISO 9001:2015 requirements to identify deficiencies in processes, documentation, and controls.
- Provide technical advisory on process improvement, documentation, and verification activities necessary for ISO compliance.
- Guide the organization in implementing corrective actions to address identified gaps and non-conformities.
- Prepare a structured checklist and roadmap for achieving certification readiness, including documentation standards and internal audit procedures.
- Facilitate capacity-building sessions tailored to SOP development, process validation, and ISO standard adherence for relevant staff.

5. Deliverables

The consultant shall deliver:

- Organizational Assessment Report: Detailing existing workflows, documentation review, and initial gaps.
- Process Maps & SOP Drafts: Visualized workflows and draft SOPs aligned with ISO standards.
- Gap Analysis Report: Identifying deficiencies with prioritized recommendations for corrective actions.
- Certification Readiness Checklist: A comprehensive guide covering documentation, controls, and internal audit requirements.
- Training & Capacity Building Report: Including session summaries, key learning points, and staff preparedness levels.

6. Duration

- Commencement Date: As soon as possible
- Completion Date: Six (6) months from the start date
- The consultant shall provide periodic progress reports, including interim drafts and feedback sessions, at pre-agreed intervals (bi-weekly).

7. Required Qualification and experience of the consultant

The ideal consultant shall meet the following criteria:

i. Education:

- A minimum of a master's degree in quality management, Public Health, Business Administration, Organizational Development, or a related field.
- Certification as a Lead Auditor or Implementer of ISO 9001:2015 is mandatory.

ii. Professional Experience:

- At least 10 years of progressive experience in the design, implementation, or auditing of ISO 9001:2015 Quality Management Systems.

- Demonstrated experience supporting organizations in achieving ISO 9001:2015 certification, preferably in the public health, international development, or government sector.
- Proven track record in conducting organizational assessments, process mapping, SOP development, gap analysis, and internal audit readiness.

iii. Technical Skills and Competencies:

- In-depth understanding of ISO 9001:2015 principles, quality management system design, and certification processes.
- Strong ability to translate ISO requirements into practical procedures suited to complex, multi-disciplinary environments.
- Experience with capacity building, knowledge transfer, and staff coaching for sustainability of QMS practices.
- Proven record of process mapping, SOP development, and gap analysis.
- Excellent writing, presentation, and interpersonal communication skills.

iv. Other Requirements:

- Ability to work independently and collaboratively with cross-functional teams.
- Fluency in English is required; knowledge of other AU language is an asset.
- Willingness to travel or work on-site at Africa CDC (as needed or agreed).

8. Reporting

The reporting arrangements for the consultancy shall be as follows:

- Supervision:
The Senior ISO 9001:2015 Certification Expert will report directly to the Director of Administration through the Quality Management Project Lead at Africa CDC.
- Progress and Deliverables:

The Senior Consultant will provide:

- Inception Report (within 3 weeks of contract start) outlining understanding, methodology, work plan, and stakeholder engagement plan.
- Periodic Bi-weekly Progress Updates highlighting achievements, challenges, and next steps.
- Draft Technical and Final Reports as per deliverable schedule, including all documentation, maps, and training reports.

Deliverable	Timeline / Reporting Frequency	Recipient
Inception Report (including methodology, work plan, and stakeholder engagement plan)	Within three (3) weeks of contract commencement	Director of Administration (through QMS Project Lead)
Organizational Assessment and Gap Analysis Report	Within six (6) weeks of inception approval	Director of Administration (through QMS Project Lead)
Draft SOPs and Process Maps	Ongoing, with bi-weekly progress updates	Director of Administration (through QMS Project Lead)
Certification Readiness Roadmap and Internal Audit Framework	Mid-term (three months from start)	Director of Administration (through QMS Project Lead)

Deliverable	Timeline / Reporting Frequency	Recipient
Training and Capacity Building Report	After each training session	Director of Administration (through QMS Project Lead)
Final Consolidated Report and Certification Readiness Package	End of consultancy (six months)	Director of Administration (through QMS Project Lead)

- Review and Validation:
All deliverables will be reviewed and validated by the Africa CDC Quality Management Project Team and approved by the Director of Administration before final submission.

9. Budget and Payment Terms

The individual consultant will be paid a fixed total amount of USD 50,400. This cost includes all the Consultant's fees, reimbursable expenses, such as air tickets to and from Africa CDC HQ etc as well as any tax obligation that may be imposed on the Consultant. Fees payable does not include costs associated with assignment-related travels, different coordination/organization of project-related activities and events and workshops as these costs will be met by Africa CDC. This is a lump sum contract, and payment will be made after the successful completion of each deliverable as presented below.

Please also include payment terms and schedule

#	Deliverable	Percentage of payment
1	Inception report	10%
2	Organizational Assessment and Gap Analysis Report	15%
3	Draft SOPs, Process Maps, and Interim Certification Readiness Report	30%
4	Certification Readiness Roadmap and Internal Audit Framework	10%
5	Training and Capacity Building Report	15%
6	Final Certification Readiness Package and Consolidated Report	20%

Payments will be processed upon written acceptance of each deliverable by Africa CDC. The total consultancy duration is **six (6) months**, commencing from the date of contract signing, with all deliverables to be completed within this period.

10. Inputs To be Provided by The Africa CDC

- The Africa CDC will provide all the relevant documents required by the consultant to successfully accomplish the development of the guidelines and;
- The Africa CDC will also provide an office to the consultant during the exercise when they are working from the Africa CDC office in Addis Ababa, Ethiopia.
- Any other services approved and deemed necessary by the Client.

11. Application Process

Interested candidates should submit the following:

- A detailed proposal outlining their approach to the consultancy, including timelines
- A CV highlighting relevant experience and qualifications.
- Contact information for at least three professional references.

12. Evaluation Criteria

Proposals will be evaluated based on:

- Education qualifications - 20
- Relevance of experience – 80

13. Invitation

The African CDC now invites eligible Individual Consultants (“Consultants”) to submit their CVs in providing the Services and required documents as listed in the ToR. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

The attention of interested Consultants is drawn to Chapter 3.2, paragraph 3.2.1.2, of the AU “Procurement Manual” (April 2024) (“Procurement Regulations”), which sets forth the African Union’s policy on conflict of interest.

A Consultant will be selected in accordance with the Individual Selection method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours 8:00-13:00hrs and 14:00-17:00 hours, Addis Ababa Time.

CVs must be delivered in a written form following the above shortlisting criteria to the emails below before 15:00 Hours Local Time on 05 December 2025.

Africa Centres for Diseases Control and Prevention,
Supply Chain Division
Administration Directorate
Lafto Square, Haile Garment,
Africa CDC Office, John Nkengasong Building Tower, 4th floor, Room No. 408

For clarification and requesting bidding / solicitation documents:

E-mail: **Tender@africacdc.org** and
Elodiel@africacdc.org

(Please submit your request for the bidding document and clarification to both emails)



Africa CDC is a continental autonomous health agency of the African Union established to support public health initiatives of Member States and strengthen the capacity of their public health institutions to detect, prevent, control and respond quickly and effectively to disease threats.

Safeguarding Africa’s Health

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