RESERVE BANK OF MALAWI

FOR THE ENGAGEMENT OF

IN-HOUSE PROGRAMS FOR THE RESERVE BANK OF MALAWI

Procurement Reference Number**: RBM/HR/39704/2021**

Submitted by:

ESAMI MALAWI
Development House 1st Floor
City Centre
P.O. Box 31127
Lilongwe 3
Malawi
Tel +265 1 774 423/ 0991278800
E-mail: esamimalawi@esami-africa.org ; esamimw@malawi.net
Website: www.esami-africa.org

1. CONSULTANT'S ORGANIZATION AND EXPERIENCE

Consultant's organization

The Eastern and Southern African Management Institute (ESAMI) is a Pan-African regional management development Centre owned by 10 governments from the Eastern and Southern African region. The member states are Kenya, Malawi, Mozambique, Namibia, Eswatini, Seychelles, Tanzania, Uganda, Zambia and Zimbabwe. ESAMI has offices in all member countries. The headquarters is located in Arusha, Tanzania. ESAMI is the leading provider of customized training, short courses and management consultancy in the Sub-Saharan Africa. ESAMI has helped many organizations bring positive change to management performance at work in Sub-Saharan African countries for over 40 years. Our clients include government ministries, agencies and departments, parastatals, NGOs, international organizations, private firms, national training Institutions and individuals. In recognizing contribution to organizational development, the UN Economic Commission for Africa officially designated ESAMI as 'The African Centre of Excellence in Management Development" in 1997.

ESAMI has wide and rich experience in the delivery of management development training programmes within and beyond the Eastern and Southern African region. Our competitiveness in the Sub-Saharan region is premised on 40 years of experience in training delivery, which draws on best practices and emerging strategies for organization effectiveness. This is enabled by a high caliber of experienced international consultants drawn from the region with strong academic, industry and research backgrounds. ESAMI has a core team of 28 professional management consultants drawn from the region. These are complimented by over 80 Associate Consultants drawn from various fields who are called in as resource persons/associates to provide input where and when necessary.

1.1 Authorized business activities

ESAMI has three distinct but mutually supportive capacity development initiatives. These include:

- The Open general training programmes
- Management Consultancy
- Customized or Tailor-made Training Programmes

1.2 Open or General Training Programmes

Some of our programmes are open and general to all sectors of government, public, private enterprises, civil societies and are published annually in our training prospectus and wall chart. These programmes are conducted on the basis of demand as indicated through nomination forms submitted direct to the ESAMI headquarters or to the various ESAMI field offices. Over 300 training programmes are conducted annually throughout the continent. The programmes offered in the area of leadership development include:

a) Finance, Budgeting, Banking and Risk Management Programmes

b) Leadership and Management

c) Governance, policy and Public Service Management

d) Human Resource Management and Development

e) Corporate Intrapreneurship Development

f) Health Services Management

g) Energy and Environmental Management

h) Gender Development and Management

i) Transport, Infrastructural and Procurement

j) Information Technology Management

Details of courses in each of the broad categories can be obtained from our website www.esami-africa.org.

1.3 Consultancy activities

ESAMI accomplishes the noble task of enhancing organizational capacity on a consistent basis through Management Consultancy Services whereby

"competency-based consultancy approach" is used to help organizations improve their structural dynamics and thus harness development and shape the skills and efforts of their managers and staff. Consultancy as a management intervention tool is offered by ESAMI for the purposes of institutional development and enhancement of cost-effective management practices and procedures. Enriching ESAMI's Mandate to improve the performance and management effectiveness of public, private and international organizations, we work with our clients on their most challenging issues to bring about well-researched and practically viable solutions that bring about sustainable business results. We apply deep industry, sector and functional expertise and invest significant time and effort in developing and renewing a knowledge base that offers unique perspectives and insights to our clients.

As professional advisers, ESAMI helps her clients solve complex business problems and aims to enhance their ability to build value, become more client-centric, manage risk and improve performance. We know that the best way is to invent the best practice. We have experience in the following areas in which we train various clients who attend our open programs:

- Managerial Aspects for ICT professionals
- ICT Project Management Using Microsoft Office Project
- Microsoft Office Management for Executive Assistants
- Oracle Database Administration
- Cybercrime and Forensic Auditing
- Formulating ICT Security Policy
- Computer Network Administration

Over the years ESAMI has secured and successfully conducted training for various clients, which include central and local government; public and private sector organisations and NGOs in countries of Eastern and Southern African region and international organizations operating in Africa. The following is an outline reference of some of consulting assignments undertaken in the region relevant to the assignment under consideration.

2. ESAMI EXPERIENCE

Here we provide ESAMI's experience in conducting training programs and consultancies dealing with cybercrime issues:

National Audit Office of Tanzania (NAOT)

Assignment name: **Cybercrime and Forensic Investigation**	Approx. value of the contract (in US$ or Euro): $9,000,00
Assignment Location within country: ESAMI HQ, Arusha, Tanzania	Duration of assignment (months): 2 weeks
Name of Client: **National Audit Office of Tanzania (NAOT)**	Professional Staff provided by your Organisation: 2 No of Staff: No of Person-Months
Start Date 14 June 2021 Completion Date 25 June 2021	
Name of associated Consultants, if any: N/A	No of Person-Months of Professional Staff provided by associated Consultants: N/A
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed: Mr. E. Shivina and Dr. Y. Leichuka	
Detailed Narrative Description of Project: Developed training Time Table, Training content, and facilitated the training.	
The programme inter alia covered the themes below: - Investigating cybercrime; - Password cracking concepts; - Digital evidence, image file forensics; - Investigate email crimes; - Log management; - Forensic investigation; - Steganalysis; - Securing and evaluating electronic crime scene; - Recover deleted files; - Computer forensics investigation process; - Understanding hard disks and file systems; - Operating system forensics; - Defeating anti-forensics techniques; - Data acquisition and duplication; - Network forensics; - Investigating web attacks; - Database forensics' - Malware forensics;	

- Investigating;
- Mobile forensics;
- Investigative reports

Ministry of Finance, Tanzania

Assignment name: Cybersecurity Awareness Training	Approx. value of the contract (in US$ or Euro): $10,626
Assignment Location within country: Dodoma Tanzania	Duration of assignment (months): 1 week
Name of Client: **Ministry of Finance, Tanzania**	Professional Staff provided by your Organisation: 1
Start Date 15 February 2021	Completion Date 19 February 2021	
Name of associated Consultants, if any: N/A	No of Person-Months of Professional Staff provided by associated Consultants: N/A
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed: Mr. Emmanuel Shivina	
Detailed Narrative Description of Project: ESAMI developed training Time Table, Training content, and facilitated the training.	
The programme inter alia enabled the participants to be able to:	

- Identify an intruder's footprints and to properly gather the necessary evidence to prosecute and explain forensic trade, including software, hardware and specialized techniques;
- Describe the process of investigating cybercrime, laws involved, and the details in obtaining a search warrant and explain different types of respondent toolkit, securing and evaluating electronic crime scene, conducting preliminary interviews, document electronic crime scene, collecting and preserving electronic evidence, packaging and transporting electronic evidence and reporting the crime scene;
- Recover deleted files and deleted partitions in windows, mac os x, and linux;
- Describe the process involved in forensic investigation using access data fik and encase stenography and its techniques, steganlysis, and image file forensics;
- Explain password cracking concepts, tools, types of password attacks and how to investigate password protected file breach;
- Differentiate types of log capturing techniques, log management, time synchronization, log capturing tools;
- Investigate logs, network traffic, wireless attacks, and web attacks.

Parliament of Kenya Security Department

Assignment name: Cyber security Training	Approx. value of the contract (in US$ or Euro): $15,912
Assignment Location within country: Arusha, Tanzania	Duration of assignment (months): 1 week
Name of Client: **Parliament of Kenya Security Department**	Professional Staff provided by your Organisation: 1
Start Date: June 2019	Completion Date June 2019	No of Staff: No of Person-Months
Name of associated Consultants, if any: N/A	No of Person-Months of Professional Staff provided by associated Consultants: N/A
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed: Mr. Clarence Kayange	
Detailed Narrative Description of Project: ESAMI developed training Time Table, Training content, and facilitated the training.	
The programme covered the following inter alia:	

The programme covered the following inter alia:

- Help directors know how they should react to a cybersecurity breach and what to do.

- Provide an overview of Cyber Security fundamentals (Threat, trends, risks, controls and mitigating);

- Understand that cybersecurity is an enterprise wide issue, not just an IT issue.

- To Know what the auditor's role is in helping the board of director's address cybersecurity.

- To outline the role of the board in effective cyber security risk Management.

- Upon completion of this course, you will become familiar with Cyber Security methodologies and be able to:

- Leverage an enhanced awareness of Cyber Security principles and concepts Analyze appropriate types of controls to counteract various threats

- Combat social engineering attacks such as phishing, malware, spyware, adware, ransomware, and Bluetooth attacks

- Determine and analyze software vulnerabilities and security solutions to reduce the risk of exploitation

- Comprehend and execute risk management processes, risk treatment methods, and key risk and performance indicators

Develop and manage an information security program

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In addition, ESAMI annually conducts a training program on Forensic Auditing and Cybercrime at its headquarters in Arusha, Tanzania.