

United Nations Development Programme

PROJECT NO: 0087071
 OUTPUT NO: 00127455



Country/Region/Global: KENYA
Initiation Plan

Project Title: SUPPORT TO MINISTRY OF FOREIGN AFFAIRS' INTEGRATED PROTOCOL MANAGEMENT INFORMATION SYSTEMS (IPMIS)

Expected UNDAF/CP Outcome(s): By 2022, people in Kenya access high-quality services at devolved level that are well coordinated, integrated, transparent, equitably resources and accountable.

Expected CPD Output(s): Government has strengthened policy, legal and institutional mechanisms for coordinated, inclusive and effective service delivery

Initiation Plan Start/End Dates: 15TH JUNE 2020 TO 31ST DECEMBER 2021

Implementing Partner: MINISTRY OF FOREIGN AFFAIRS

Brief Description

The Ministry of Foreign Affairs seeks to upgrade the Integrated Protocol Management Information Systems (IPMIS) through the Diplomatic Privileges and Host Country Liaison with the support of the United Nations Development Programme (UNDP) and the United Nations Office in Nairobi (UNON). The aim of IPMIS is to ensure that there is an efficient, transparent, reliable system for the management and administration of diplomatic privileges in line the Government of Kenya's digital transformation strategy. In alignment with the Country Programme Document 2018-2022, UNDP has supported the Government of Kenya's Ministry of Foreign Affairs to build its capacity for effective formulation, management and articulation of Kenya's foreign policy and to reengineer its business processes to better effect its mandate. This current support will enable the Ministry to reengineer and finalize the IMPIS. The project involves: a)Upgrading the IPMIS system from the old one to the new one, b) Ensuring all agencies involved are well integrated into the system, c)Easy processing of VAT exemptions, d) Duty free purchase of goods, alcohol and tobacco, e) Registration, transfer and disposal of motor vehicles, f) Issuance of driving licences ,g) Issuing of airport passes, h) Firearms licencing, i) Ease in implementation of diplomatic privileges and j) Seamless issuance of diplomatic cards.

<p>Programme Period: _____</p> <p>Atlas Project Number: _____</p> <p>Atlas Output ID: _____</p> <p>Gender Marker: _____</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Total resources required</td> <td style="width: 30%; text-align: right;">\$100,000.00</td> </tr> <tr> <td>Total allocated resources:</td> <td style="text-align: right;">_____</td> </tr> <tr> <td>• Regular</td> <td style="text-align: right;">_____</td> </tr> <tr> <td>• Other:</td> <td style="text-align: right;">_____</td> </tr> <tr> <td> o Donor</td> <td style="text-align: right;">_____</td> </tr> <tr> <td> o Donor</td> <td style="text-align: right;">_____</td> </tr> <tr> <td> o Government</td> <td style="text-align: right;">_____</td> </tr> <tr> <td>Unfunded budget:</td> <td style="text-align: right;">_____</td> </tr> <tr> <td>In-kind Contributions</td> <td style="text-align: right;">_____</td> </tr> </table>	Total resources required	\$100,000.00	Total allocated resources:	_____	• Regular	_____	• Other:	_____	o Donor	_____	o Donor	_____	o Government	_____	Unfunded budget:	_____	In-kind Contributions	_____
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In-kind Contributions	_____																		

Agreed by UNDP: Walid Badawi Resident Representative

Sign: _____ Date: 10-Jun-2021

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I. PURPOSE AND EXPECTED OUTPUT

i. DEVELOPMENT CHALLENGE.

The Ministry of Foreign affairs is the seminal reference point for the formulation, management, and articulation of Kenya's Foreign policy. The Diplomatic Privileges Directorate in this Ministry is in charge of the implementation of Diplomatic Privileges, arrangement and negotiation of Host Country agreements and UNON's facilitation. This is to extend efficient and effective protocol services in accordance with international protocols, practices and with respect to the principle of reciprocity. To achieve the above, the deployment of the IPMIS is expected to automate and streamline the provision of services to the diplomatic community in Kenya and eventually be the point through which one-stop shop rapid and efficient services can be dispensed from all other government agencies such as the Kenya Revenue Authority (KRA), National Transport and Safety Authority (NTSA), Kenya Airports Authority, the Firearms Licensing Bureau, Immigration department and ICT Authority.

The Ministry has identified the need to reengineer the IPMIS to harness the efficiency gains expected from digitization. The areas of focus are the system architecture, data structures and software designs underlying the application. In this regard, the Ministry decided to upgrade the system which has been in place since 2014 for ease, transparency, and efficiency administration of diplomatic privileges. The upgrade intends to digitize, integrate and hasten management and business processes to ensure the right and effective system is put in place. United Nations Development Programme (UNDP) and the United Nations Office in Nairobi (UNON) were identified to support the initiative.

ii. PROJECT JUSTIFICATION

The Ministry has conducted an evaluation which has identified the need to upgrade the IPMIS and hence enhance provision of services to the diplomatic community in Kenya and eventually be the point through which one-stop shop rapid and efficient services would be dispensed from all other government agencies. The project interventions advance the realization of Sustainable Development Goal 16, which underlines the centrality of strong institutional arrangements in promoting the rule of law, peace, justice, and accountable governance. The upgrade would also integrate the two systems currently in place and ensure IPMIS 1 & 2 were running simultaneously. In the context of the digital transformation strategy, and in alignment with the CPD, the following approach was agreed upon in developing a sustainable and scalable application:

- 1) System Improvements
 - a. Provide immediate patches for the problems occurring in IPMIS 1 & 2
 - b. All existing errors should be resolved before the end of February 2021, followed by user acceptance testing; &
 - c. data clean up by end of February 2021
- 2) New System Development
 - a. Create a new application based on ICT standards
 - b. A scalable and robust system architecture and database design
 - c. Re-engineered business processes and workflows
 - d. Involvement of end users in project design and development with mandatory user acceptance tests before deployment
 - e. Institution of
 - f. Documentation of user system and Training of end users
- 3) Decommissioning of IPMIS 1 & 2 and Deployment of New System and Ensure IPMIS is contained in one system only
- 4) Other recommendations
 - a. MFA to place clause in contract documentation to ensure that, upon completion of this project, any outputs become the property of MFA and are free from any right of claim by

- any third-party, including claims of infringement of any intellectual property rights, including, but not limited to, patents, copyright and trade secrets.
- b. MFA to upgrade its data center and install an independent back up system.

iii. PROJECT OUTPUTS

The support will contribute towards ensuring the Ministry of Foreign Affairs has a strengthened institutional mechanism for coordinated, inclusive and effective service delivery. By upgrading the IPMIS the following will be undertaken:

- a) Interrogating the functionality of the system and determining the key factors required to maintain a working application.
- b) Providing solutions to correct existing errors and ensure data integrity;
- c) Identifying points of integration with stakeholders in preparation for the seamless integration of IPMIS with various other entities involved in the administration of privileges (KRA, NTSA, UNON, KAA, Immigration, etc.).

Project output 1: Design, Development and roll out of the upgraded system

Activities to be implemented include:

1. Design & Architecture - The process of defining the systems architecture, product design, modules and data for a system to satisfy specified requirements.
2. Current System Hot Fixes - Build, test and implement fixes for issues determined during January's Naivasha workshop.
3. Data Clean up - Build a data portal to allow mission officers to view, edit and confirm staff and dependant details, ID's and photos.
4. Data Portal Enhancements (User Search/ Filter/ Manage Features) - Allow mission officers to view all staff and dependant details and extract reports. Give MFA administrators a view of all institutions and missions with staff and dependant details. Allow for user access management from a single page.
5. Implementation of Re-engineered Processes - This involves re-implementation of the staff management module to ensure all users submit data only once. It will be a one stop shop for staff, dependant registration as well as PIN, ID and Work Permit application.
6. New Business Processes - The process will involve moving the processes currently in IPMIS V1 to the new redesigned platform. The processes will also be re-engineered to ensure they are efficient.
7. Process/Data Migration - There is two sets of data currently being held into different databases IPMIS V1 and IPMIS V2. These will be moved to the new platform to have seamless transition.
8. IPMIS Security Enhancements - It will involve enhancing the password policy.
9. ITax Integration - Build an integration interface for Pin registration and VAT exemption with iTax system of KRA
10. UNON Integration - Build an integration interface for Notification of arrival and notifications of progress of UNON cases with UNON software.
11. NTSA Integration - Build an integration interface for Vehicle registration, vehicle transfer and deregistration
12. iCMS Integration - Building an integration interface for Duty free exemption for vehicles with KRA Customs
13. Immigration Integration - Build an integration interface for registration of work permits with the Immigration Directorate
14. IPMIS Usability Enhancements - This will involve changing the user interface to be able to be customised as per user needs.

Project Output 2: Project Management

Support towards strategic initiatives that would enhance coordination and effective implementation of the project including monitoring and evaluation

1. Workshops
2. Direct Project Cost

USD 100,000.00

iv. PARTNERSHIPS

- I. MINISTRY OF FOREIGN AFFAIRS**
- II. UNDP**
- III. UNON**

II. MANAGEMENT ARRANGEMENTS

The project will be implemented through the Direct Implementation (DIM) modality whereby UNDP takes on the role of Implementing Partner. UNDP will assume the responsibility for mobilizing and effectively applying the required inputs in order to reach the expected outputs.

Project Coordinator

This role is appointed by the Project Board to coordinate, on behalf of the Project Board, the day-to-day collaborative efforts at the overall project level. The project coordinator plays a key role in coordinating and incorporating the programmatic contributions of all partner countries and is responsible for:

- Compiling joint project reports, with specific inputs from each partner country
- Facilitating communication and coordination among partners
- Preparing for and convening project board meetings
- Facilitating joint activities, as needed, and
- Coordinating and commissioning project evaluations.

The Project Coordinator is supported by a UNDP office that may be identified during initiation and formulation of the project, considering its comparative advantages. Such an office is called a coordinating office of the project. The cost for services provided by a coordinating office should be covered by the project budget.

The Project Board/Steering Committee:

Quality Assurance: The Quality Assurance role supports the Steering Committee and is assumed by UNDP that will undertake objective and independent oversight and monitoring functions on behalf of the Steering Committee. This role ensures that appropriate programme management milestones are managed and completed.

III. MONITORING

Monitoring of activities and project deliverables will be conducted on a quarterly basis. To ensure coherence in tracking results in project implementation and monitoring of the implementation of the initiation plan will be regularized and synchronized with the Project Steering Committee (PSC) meeting progress reporting. Quarterly reports will constitute useful information in reporting on implementation progress of the plan.

UNDP will work with partners to ensure appropriate stakeholder consultation, jointly develop work plans, engage in joint M&E and field visits, and share information to ensure maximum coordination of efforts and attainment of results. Overall monitoring and documenting the successes and shortcomings of the plan, including undertaking reviews will be undertaken by UNDP in close collaboration with the other key partners, under the guidance of the PSC. An Initiation Phase Report will be prepared at the end of the Initiation Plan, and a Project Document developed and subjected to Internal and Local Project Appraisal Committees (IPAC and LPAC) for validation

IV. WORKPLAN

Period¹:

EXPECTED OUTPUTS <i>And baseline, indicators including annual targets</i>	PLANNED ACTIVITIES <i>List activity results and associated actions</i>	TIMEFRAME				RESPONSIBLE PARTY	PLANNED BUDGET	
		Q1	Q2	Q3	Q4		Funding Source	Budget Description Amount
<p>Output 1: Design, Development and roll out of the upgraded IPMIS system</p> <p>Baseline: two inefficient IPMIS systems</p> <p>Indicators:</p> <p>Targets: One Upgraded IPMIS System</p>	<p>1. System Upgrade</p> <ul style="list-style-type: none"> - Staff Management - Institution Registration Management - ID Card - Duplication of ID cards - Zero Rated VAT Annual Blanket - Zero Rated VAT Regular Zero-Rated VAT - Navigation -Ensure One Can Navigate Through Pages - Transaction Time Out - Enable Download of Information to Excel - Ability to Search Using Case No - User Interface Navigation - Enforce Electronic Signature - QR Code Implementation 					MFA	<p>KES 3,305,500.00 (COMPLETED)</p>	0.00

¹ Maximum 18 months

Related CP outcome: <i>Accelerated structural transformation for sustainable development</i>	2. Implementation of Re-engineered Processes for IPMIS V2 covering: -Staff Registration -Dependent Registration - PIN application -Work Permit Application -ID Application -Institution Management	✓			MFA	UNDP	KES 1,300,000.00
	3. Phase one comprising of: - Registration of Local Staff at the Mission -Procurement of Duty Free/Auto Mobile/Alcohol & Tobacco for dependants - Airport Passes -Firearm Licensing -Land Purchase Transaction -Land sale/lease of premises -Disposal of Duty-Free motor vehicles -Registration of Motor vehicle -Transfer of Motor Vehicle -Free Transfer of motor vehicle -Driving License Processing -Visa and Work Permit Processing	✓			MFA	UNDP	KES 4,621,798.80
(Phase 1)	4. Other processes - Registration of Local Staff at the Mission -Airport Passes -Firearm Licensing -Land Purchase Transaction -Land sale/lease of premises		✓		MFA	UNDP	KES 2,100,817.64
	5. Enable saving of application forms before completion		✓	✓	MFA	UNDP	KES 750,000.00

6. IPMIS Back up				✓	MFA	MFA		KES 500,000.00
7. Enable bulk applications to be made for one supplier – zero rated Blanket VAT				✓	MFA	UNDP		KES, 500,000.00
8. Reports development without Embedded Business Intelligence				✓	MFA	UNDP		KES 1,000,000.00
9. UNON Adobe Sign Integration				✓	UNON	UNON		KES 300,000.00
10. Training technical people (Max 15 people)			TBC		MFA	MFA		KES 580,000.00
11. KRA integration: -Integration with KRA's Customs ICMS & KRA's Domestic Taxes iTax & VAT systems			✓		MFA	MFA		KES 2,505,202.12
12. I.D for non-diplomatic staff working as consultants & teachers		✓			MFA	MFA		KES 360,000.00
13. NTSA Integration – Integration with the TIMS system			✓		MFA	MFA		KES 1,252,600.48
14. KAA integration				✓	TBC	TBC		KES 1,252,600.00
15. UNON Integration				✓	UNON	UNON		KES 1,252,600.48
16. Immigration – Integration with the Foreign Nationals Management eFNS system				✓	MFA	MFA		KES 1,252,600.48
17 Scheduled refresher training for MFA staff, 1 session per month for 12 months (online)				TBC	MFA	MFA		KES 1,250,000.00

	18. Online training of 400 Mission officers in batches				TBC	MFA	MFA		KES 2,000,000.00
	19. Training manual				TBC	MFA	MFA		KES 300,000.00
	20. Change of IPMIS V3 user interface				TBC	MFA	TBC		KES 1,500,000.00
	21. Maintenance contract				TBC	MFA	MFA		TBC
Output 2: Project Management	Monitoring and Evaluation								
TOTAL in KES				KES:10,000,402.00			KES:10,272,616.44		KES: 20,273,018.44
USD				MFA USD: 92,828,40			UNDP – USD: 95,355.21		USD: 188, 183.61