

# Terms of Reference

## For Selection of Individual Consultant

|                         |   |
|-------------------------|---|
| <b>Job #</b>            | N/A   |
| <b>Job Title</b>        | <b>Jr. Consultant (Nothi)</b>   |
| <b>No. of Positions</b> | <b>2</b>  |
| <b>Location</b>         | Dhaka, Bangladesh   |
| <b>Appointment</b>      | Local Hire  |
| <b>Job Posted</b>       | TBA   |
| <b>Closing Date</b>     | TBA   |
| <b>Language</b>         | Bangla [Essential]; English [Essential]   |
| <b>Appointment Type</b> | Time-Based. Duration: 12 months (Further extension is subject to the performance of the incumbent and availability of fund) |

### Background of the Project:

The Aspire to Innovate (a2i) Programme builds on the Government of Bangladesh's efforts to introduce a citizen-centric culture of innovation in civil service to improve service delivery and make services more inclusive, affordable, reliable, and easier to access. This project will provide support to establish institutional mechanisms and improve accountability to accelerate SDG achievements in Bangladesh.

This project will have three components:

1. Institutionalizing Public Service Innovation and Improving Accountability
2. Catalysing Digital Financial Services and Fintech Innovations
3. Incubating Private Sector-enabled Public Service Innovation

### Background of the assignment:

The increasing digitization of government services and the need for efficient and user-friendly online platforms have led to the development and implementation of Nothi systems. Nothi systems are a critical component of modern governance, enabling citizens, businesses, and government agencies to submit, process, and access various documents and forms electronically. For ensuring convenience to citizens through faster movement of files and documents through different layers of Government offices, electronic filing system (Nothi) is improving service delivery and ensuring accountability. Nothi system streamline administrative processes, reducing processing time and costs for both users and government agencies. This system offers 24/7 access to users, eliminating the constraints of working hours and physical locations. Nothi system also reduce paper consumption, contributing to environmental sustainability. Around 8500+ Government offices across the country starting from Upazila to Ministry level offices are covered under nothi system. The project has planned to expand the effort and cover 19,000 Government offices under Nothi system by 2023.

Therefore, **Aspire to Innovate (a2i) Programme** is looking for two Jr. Consultants (Nothi) who will play a pivotal role in providing domain knowledge to make the system more user friendly and expand it in different levels of the Government offices. S/he will also collaborate with stakeholders to support to develop an implementation strategy for the system, provide hands-on support for government office deployment, establish a continuous monitoring system and assist to establish require integration.

## **Objectives of the assignment:**

The overall objective of the assignment will be the following:

- Assist to develop implementation methodology and plan for implementation of e-Nothi.
- Provide necessary support to implement e-Nothi in government offices.
- Assist to ensure regular and sustainable monitoring mechanism.
- Assist in facilitate the UAT and incorporation of requirements in e-Nothi.
- Assist in ensuring support services based on well-defined SoP.
- Assist in ensuring Integration of assistive platforms in e-Nothi.
- Assist to organize sensitization workshops and seminars for senior officials and training for the capacity development of e-Nothi end users.
- Assist in preparation of user manual, video-tutorial and online e-nothi courses.

## **Supervision and Performance Evaluation:**

The **Jr. Consultants (Nothi)** will be working with the Nothi team of Aspire to Innovate (a2i) Programme. A performance evaluation will be conducted by the project authority of a2i. After 12 months of the contract period, further continuation of the contract will depend upon the satisfactory performance and availability of funds.

## **Scope of work, Duties and Responsibilities:**

- Support in advance development and implementation of the Nothi sytem and exploring possible integration opportunities with other established softwires (IBASS++, PMIS, ERP, EGP, Central Reporting System etc.).
- Support to establish a suitable communication pathway with MyGov, EkSheba
- Provide support in subject-matter expertise knowledge for the development/enhancement of software for Nothi system.
- Study and examine the client/Nothi users' requirements and take initiatives for solution on the basis of that.
- Assist to arrange workshop with the relevant government agencies for getting their suggestions/opinions for the upgradation the existing software for Nothi system.
- Support to provide input for the design and construction of test cases and scenarios and may also validate executed test results.
- Provide requirements to vendor and coordinate with project's Technology team.
- Support to develop implementation methodology and plan for implementing e-services including e-nothi and National Portal.
- Support to coordinate with the relevant government agencies to provide support for the implementation of e-file, portal and relevant e-services.
- Assist in establishing regular and sustainable monitoring mechanism for e-services.
- Support in developing a mechanism for including all field level govt. office with Ministries and Directorates along with their all-subordinate offices into National Portal, e-nothi system and ensure implementation in full swing
- Support to develop training and workshop plan regarding sensitization/ motivation of all field level govt. office with Ministries /Directorates and their subordinate offices for the efficient management of e-nothi.

- Developing ToR for software based on user’s requirements and considering local-global emerging technologies.
- Providing support service based on a well-defined SOP.
- Assist in providing sensitization training and workshop for Ministries, Directorates and field administration for the effective management of Nothi.

**Deliverables and Timeframe:**

The assignment will be for 12 months. Completed task under each area and activity will be as follows:

| Deliverables  | Timeline                                     |
|---|--|
| <ul style="list-style-type: none"> <li>• Support to develop and enhanced software for Nothi system.</li> <li>• Support end user support on requirements basis.</li> <li>• Assist to design &amp; construct test cases and validated the results.</li> <li>• Provided extended support as well as domain and operational guidance to the system’ s users to implement e-Nothi in more than 12,000+ Government offices.</li> <li>• Support to develop training and workshop plans to sensitize field-level Government officers.</li> <li>• Reviewing and analyzing the user requirements as well as the Change Requests (CRs) of Noth system to make it more stable and user-friendly.</li> <li>• Assist in conducting Nothi web version and mobile application’s functional testing, collecting bugs &amp; issues, and then sharing new observations with the development partner.</li> <li>• Conducting weekly &amp; monthly meetings, making presentations and meeting resolutions regarding Nothi issues, migration, CRs, and bug fixing.</li> <li>• Prepared ToR and budgets for different software development based on user and citizen requirements considering local-global emerging technologies.</li> <li>• Assist in conducting 10 User Acceptance Testing (UAT) training of e-Nothi system to make the system user friendly &amp; citizen-centric.</li> <li>• Support to arrange at least 15 workshops/trainings with the relevant government agencies to get their suggestions/opinions for the upgradation of the existing software for e-Nothi system.</li> <li>• Assist to establish a sustainable Helpdesk Management to give quality client service.</li> <li>• Support to develop user manuals and video tutorials for e-Nothi system to be published for various GoB officials, GoB universities, and colleges.</li> </ul> | <p style="text-align: center;">12 Months</p> |

The incumbent will perform other related duties and responsibilities as and when required and assigned. The incumbent should function as an effective team member.

Payment: The Jr. Consultants (Nothi) will be paid 12 (Twelve months) equal instalments on monthly basis upon completion of the above deliverables.

## **Requirements for Experience and Qualifications:**

### **I. Academic Qualifications:**

- Minimum Bachelor's degree in any discipline from any reputed Public/ Private University.

### **II. Experience:**

- At least 4 years of experience working in Private/ Public organizations.
- At least 2 years' experience in project implementation.
- Experience in writing strategic documents/policy documents/ user manual script/video tutorial script.