

**Terms of Reference
For
Selection of Individual Consultant**

Job #	N/A
Job Title	Jr. Consultant (Report Management System Implementation)
No. of Position	1
Location	Dhaka, Bangladesh
Appointment	Local Hire
Job Posted	TBA
Closing Date	TBA
Language	Bangla [Essential]; English [Essential]
Appointment Type	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. Catalyzing Digital Financial Services and Fintech Innovations
3. Incubating Private Sector-enabled Public Service Innovation

Background of the assignment:

Online Report Management System (RMS) is an encompassing platform designed to consolidate detailed reports gathered from all government offices within Bangladesh. Government organizations at every level, from Union to Ministry, engage in the collection of these reports. The RMS functions as a web-based system that serves as the central repository for all government reports within the jurisdiction of the Bangladesh government.

The primary objective of the Online Report Management System (RMS) is to streamline the integration of reports from various administrative tiers, including Unions, Upazilas, Districts, Divisions, Directorates, and Ministries, into a single, unified platform. This initiative is a collaborative effort by 'Aspire to Innovate (a2i)' and the Cabinet Division, with the overarching goal of creating a harmonized system that significantly reduces the three critical dimensions of Time, Cost, and Visits (TCV).

Presently, the Online Report Management System is operational and actively employed by the Cabinet Division, 58 Ministries/Divisions, 8 Divisions, 64 Districts, and more than 50 other government departments and organizations. This system plays a pivotal role in enhancing the efficiency and effectiveness of data management and reporting within the government framework.

'Aspire to Innovate (a2i) Programme' is seeking a **Jr Consultant (Report Management System Implementation)** for the implementation and support of the Online Report Management System (RMS). This document outlines the terms and responsibilities associated with this role.

Objectives of the assignment:

The overall objective of the assignment will be the following:

- Assist to identify of customer-centricity processes and policies for government services;
- Support to define the problem concisely and hypothesize the proposed solution;
- Perform quantitative and qualitative analysis to drive the proposed solution
- Support to collaborate with a project team who will be the primary decision-makers, gaining a complete understanding of specific goals, objectives, and audiences
- Perform other related duties as required.

Supervision and Performance Evaluation:

The **Jr. Consultants (Report Management System Implementation)** will be working with the Report Management System Implementation 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 to develop and implement an advanced Online Report Management System (RMS).
- Deliver domain and operational guidance to the system's users for implementing Online RMS with SDG Trackers, D-Nothi, and NPF to enhance the Online Report Management System (RMS).
- Support to develop and implement advanced Mobile Apps of Report Management System (RMS).
- Contribute to the development and implementation of the Online Report Management System in the new version (Smart Reporting system) to make it more user-friendly.
- Support to develop Content for the new version of the Online Report Management System new version (Smart Reporting system) based on the instructions of a consultant to make it service-oriented.
- Monitoring the advanced development lifecycle of the systems on the requirements of the systems.
- Assist in Capacity development of the systems' users designated for the implementation regarding the use and maintenance of the systems.
- Assist in Developing the necessary user guidelines and video tutorials for RMS.
- Assist with concerned consultants and coordinate with the relevant government offices to implement RMS at local administration.
- Assist in developing and establishing regular and sustainable monitoring mechanisms for Online RMS.
- Arrange training and workshops for Ministries, Directorates, Divisions, Districts, and other field offices for the efficient management of the Online Report Management system.
- Prepare ToR, MoU, contract papers, and budgets for different software development based on user requirements considering local-global emerging technologies.

- Provide support to develop implementation methodology and plan for implementing online Report Management system at Ministries, Directorates, Division, District, Upazila, and Union levels according to the guidelines of the consultant.
- Assist in Developing monitoring dashboards and online reporting systems to ensure quality of services to evaluate the quality of services to be provided at field administration.
- Contribute to User Acceptance Testing (UAT), Testing and Fixing, and all kinds of systems checking to make the systems user-friendly.
- Provide sensitization training and workshops for Ministries, Directorates, and field administration for the effective management of the System.

Deliverables and Timeframe:

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

Deliverables	Timeline
<ul style="list-style-type: none"> • Developed modules for the Online Report Management System (RMS) in alignment with specified requirements, and facilitated seamless integration with SDG Trackers, D-Nothi, and NPF systems. • Designed and developed mobile applications for the Report Management System (RMS) to enhance accessibility and usability. • Provided expert domain knowledge and operational guidance to users for the effective implementation of the Online Report Management System. • Contributed to the development and implementation of an updated version of the Report Management System, known as the Smart Reporting System, with a focus on user-friendliness. • Organized a total of 15 workshops dedicated to the enhancement and development of the RMS. • Conducted 15 training sessions aimed at making the Online RMS system more user-friendly and accessible to a broader audience. • Produced comprehensive user manuals and video tutorials for the Online RMS, intended for publication and use by various Government of Bangladesh (GoB) officials. • Established consistent and sustainable monitoring mechanisms for the RMS to ensure its continued effectiveness. • Prepared Terms of Reference (ToR), Memoranda of Understanding (MoU), contract documentation, and budgets for diverse software development initiatives, taking into account the needs of users and citizens while considering emerging local and global technologies. • Facilitated 5 workshops and 5 training programs for the Smart Reporting System to ensure efficient management of the Online Report Management System. 	<p>12 Months</p>

<ul style="list-style-type: none"> • Played a significant role in User Acceptance Testing (UAT) and the testing and improvement phases of the RMS to enhance its user-friendliness and functionality. 	
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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. Consultant (Report Management System Implementation) 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 in Private/Public organizations.
- At least 2 years of experience in reporting.