

# Terms of Reference

For  
Selection of Individual Consultant

<b>Job #</b>	N/A
<b>Job Title</b>	<b>Consultant (Service Process Simplification)</b>
<b>No. of position</b>	<b>01</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:

Service Processes Simplification (SPS) refers to the process of reviewing and updating the current service delivery procedures and protocols of a government office or organization in accordance with the Citizen Charter, with the aim of simplifying them and making them more user-friendly. SPS involves fundamental rethinking to reduce time, cost, and the number of visits required (TCV), while also improving the quality of services and ensuring citizen satisfaction. A2i has simplified over 900 public services which are being implemented by over 300 government offices. SPS focuses on substantial reduction of time, cost, visit, steps and documents involved in processing of the services. Therefore SPS has become a core initiative in implementing e-governance in Bangladesh.

'Aspire to Innovate (a2i) Programme' is looking for **Consultant (Service Process Simplification)** who will support to provide domain knowledge and guidelines on the implementation of Service Processes Simplification (SPS) in G2C, G2B and G2E services along with ancillary processes in service delivery mechanism.

## Objectives of the assignment:

The overall objective of the assignment will be the following:

- Implementation of SPS in various government offices.
- Assist in providing methodological support to Government organizations for the purpose of simplification of manual/ digital services.

- Coordinate in raising up of officials as Resource Persons on SPS in coordination of SPS to carry out training programs and methodological improvement on SPS.
- Facilitate training for the field- level officials on SPS.
- Organize capacity development program to the Government organizations on SPS.

#### **Supervision and Performance Evaluation:**

The **Consultants (Service Process Simplification)** will be working with the Service Process Simplification team of Aspire to Innovate (a2i) Programme. A performance evaluation will be conducted by the Project Management 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:**

- Coordinate with the relevant government offices to implementation SPS
- Prepare Smart Government implementation action plan aligned for service process simplification (SPS).
- Prepare reports and comprehensive documentation of already simplified 900+ services.
- Prepare content of service process simplification (SPS) for Smart Portal.
- Contribute in implementation of Service process simplification (SPS) Impact Analysis for ensures customer satisfaction.
- Ensure accelerated support for service process simplification (SPS) and implementation to the concerned organization and authorities.
- Prepare plans and associated necessary budget and resource requirements and coordinate with the concerns timely and rightly to mobilize for ensuring smooth and quality service process simplification (SPS) implementation.
- Implement appropriate coordination and communication with concern ministries/ divisions/ organizations and maintaining liaison and follow up to accelerate the activities.
- Ensure analyses of already simplified services and prepare relevant publication.
- Ensure development and implementation of Service Process Simplification (SPS) manual to ensure citizen-friendly simplified/digitized services through citizen centric approach.
- Coordinate and organize service process simplification (SPS) workshops and prepare workshops plan for SPS implementation and execution.
- Provide necessary support and consultation towards Ministries, Directorates, Division, District and Upazila level offices for the implementation of Service Process Simplification (SPS).
- Arrange training and workshop for Ministries, Directorates, Divisions, Districts and other field offices for the efficient management of the Service Process Simplification (SPS).
- Develop implementation methodology and plan for implementing Service Process Simplification (SPS) at Ministries, Directorates, Division, District and Upazila level according to the guideline of consultant.
- Ensure smart dashboard for monitoring and reporting system to ensure quality of services to evaluate the quality of services to be provided at ministries/departments/organizations.
- Provide sensitization training and workshop for Ministries, Directorates and field administration.

**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>● Developed plans for smart dashboard for monitoring and reporting system to ensure quality of services to evaluate the quality of services to be provided at ministries/departments/organizations.</li><li>● Analysed 100 services and map the current service provision process, identify problems, and propose solutions.</li><li>● Analysed 900 simplified services for publication on SPS one pager.</li><li>● Design, plan, and implement the proposed service method while ensuring successful implementation.</li><li>● Develop contents for the new version of Service Process Simplification (SPS) Manual based on the instructions of consultant to make it service oriented.</li><li>● Arrange 13 workshops (03 days) on service process simplification (SPS) will be done organize as a result of which reduction in Time, Cost and Visit (TCV) will bring civil services to people's doorsteps.</li><li>● Arrange 26 monitoring workshops (01 day) with ministries/ departments/ organizations to gather updates about progress of service simplification.</li><li>● Arrange 06 workshops (02 days) will be held with Chief Innovation Officers of the Ministry Informs about the progress of service simplification activities.</li><li>● Ensure development of appropriate video tutorials, services matrix to be published for various GOB officials.</li><li>● Prepare necessary budget and resource requirements and coordinate with the concerns timely and rightly to mobilize for ensuring smooth and quality service process simplification (SPS) implementation.</li><li>● Ensure development and implementation of SPS manual (Updated version) to make it more user friendly &amp; citizen centric.</li><li>● Extend support to all ministries/ divisions/ organizations and gather feedbacks regarding simplified services.</li><li>● Ensure compilation and documentation of collected workshop analysis form for the publication of services Profile book and Example book.</li></ul>	12 Months

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 Consultant (Service Process Simplification) 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 8 years' experience in Bangladesh national/international organizations with Bachelor's degree.
- At least 6 years of experience working in public/ private sector with Master's degree.
- At least 4 years working experience with field administration.
- At least 3 years of experience in implementation of service simplification.