

# Terms of Reference

For

Selection of Individual Consultant

<b>Job #</b>	N/A
<b>Job Title</b>	Consultant (myGoV)
<b>No of Positions</b>	02
<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. Catalyzing Digital Financial Services and Fintech Innovations
3. Incubating Private Sector-enabled Public Service Innovation

## Background of the assignment:

myGov is an Integrated Service Delivery Platform (ISDP) where government services are available at single address. Government services are being digitized as part of the effort to implement Vision 2041 a Smart Bangladesh. myGov platform has been implemented to digitalize public services and make available at the citizens' fingertips. myGov platform has been raised as a digital public infrastructure and an integrated service delivery platform. Over 1900 public services, including 1200 citizen services, have already been digitalized on myGov. Currently 40 lakhs users have registered on myGov, and over 27 lakhs applications have been received and processed. myGov platform is a service delivery ecosystem that features several service processing modules and integrated with KYC platforms and other service delivery platforms. Citizens can register on myGov with their name and mobile phone number or e-mail address. A registered citizen will be able to apply for public services. This allows anytime anywhere and anyhow application submission facility for citizens. Smart Bangladesh aims to transform all services into digitized format. myGov aims to become a smart service delivery platform for personalized service.

'Aspire to Innovate (a2i) Programme' is looking for Consultant (myGoV) who will provide support in implementation of myGov Platform.

## Objectives of the assignment:

The overall objective of the assignment will be the following:

- Develop implementation methodology and plan for implementation of myGov for personalized e-services.

- Organize and provide necessary support to implement myGov in all government offices at.
- Ensure regular and sustainable monitoring mechanism of myGov implementation.
- Facilitate the development of myGov platform, conduction of UAT and ensure the incorporation of user requirements in myGov.
- Ensure integration with existing e-service systems of government agencies and support services based on well-defined SoP.
- Facilitate and ensure Integration of support and assistive platforms with myGov.
- Prepare capacity development manual and implement.

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

The **Consultant (myGov)** will be working with the myGov 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:**

- Advance the development and implementation activities of myGov Portal, digitization of public services, integration with other e-service platforms and other required activities.
- Deliver domain and operational guidance to the system's users for implementing myGov, myGov registration panel, citizen profile, myGov workflow engine, payment system and enhancement of myGov.
- Advance the development and implementation activities of myGov Mobile Apps with ensuring user friendliness and smooth functionality in service delivery.
- Contribute to develop and implement myGov Platform to make it more user friendly & citizen centric by introducing features for service personalization.
- Development of contents for continuous development of myGov platform and facilitate development of newer versions based on requirements and reviews of myGov users to make it more service oriented.
- Monitor and report advancement of development of myGov platform lifecycle according to requirements of the systems.
- Capacity development of the myGov systems' users designated for the implementation regarding the use and maintenance of the systems.
- Develop and implement capacity development modules and necessary user guidelines and video tutorials regarding diverse features of myGov to be published for various GoB officials, Ministries, Agencies, Citizens and all other users.
- Coordinate with the relevant government offices to implementation myGov at ministry, agencies and offices of field administration.
- Develop and establish regular and sustainable monitoring mechanism for myGov platform and all other clusters.
- Arrange various meetings, training, and workshop on myGov for Ministries, Directorates, Divisions, Districts and other field offices.
- Prepare Documents, Reports, ToR, MoU, contract papers, budgets for different software development and enhancement based on user and citizen requirements considering local-global emerging technologies.

- Prepare plan for adoption of emerging technologies within myGov platform for ensuring personalized public service delivery.
- Develop implementation methodology and plan for implementing myGov at Ministries, Directorates, Division, District, Upazila and Union level.
- Develop and maintain monitoring dashboards and reporting system to ensure quality of services to evaluate the quality of services to be provided at field administration.
- Prepare plan to ensure end-to-end service delivery through myGov platform.
- Prepare and implement effective promotion plan for myGov platform.
- Contribute in User Acceptance Testing (UAT), Testing and Fixing and all kinds of systems checking to make the systems user friendly & citizen centric.
- Provide and conduct sessions at myGov sensitization training and workshop for Ministries, Directorates and field administration for the effective management of the portals.

**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>• Develop and implement myGov Portal, digitization of services, integration with other e-service platforms.</li> <li>• Prepare domain and operational guidance to the system's users for implementing myGov, myGov registration panel, citizen profile, myGov Workflow Engine, Payment system and enhancement of myGov.</li> <li>• Develop and implement myGov Mobile Apps to ensure user friendliness.</li> <li>• Ensure the development and implementation of myGov Platform to make it more user friendly &amp; citizen centric.</li> <li>• Develop contents for continuous development of myGov versions based on the instructions of consultant to make it service oriented.</li> <li>• Monitor and develop myGov platform lifecycle according to requirements of the systems.</li> <li>• Prepare and implement promotional activity for myGov platform.</li> <li>• Prepare plan for the capacity development of the myGov systems' users designated for the implementation regarding the use and maintenance of the systems.</li> <li>• Develop necessary user guidelines and video tutorials for diverse features of myGov and publish for various GoB officials, Ministries, Agencies, Citizens and all other users.</li> <li>• Coordinate with the relevant government offices to implementation myGov at ministry, agencies and offices of field administration.</li> <li>• Develop and establish regular and sustainable monitoring mechanism for myGov platform and all other clusters.</li> <li>• Arrange 100+ meetings, training, and workshop on myGov for Ministries, Directorates, Divisions, Districts and other field offices.</li> <li>• Prepare Documents, Reports, ToR, MoU, contract papers, budgets for different software development and enhancement based on user and citizen requirements considering local-global emerging technologies.</li> </ul>	<p>12 Months</p>

<ul style="list-style-type: none"> <li>● Prepare plan for adoption of emerging technologies within myGov platform for ensuring personalized public service delivery.</li> <li>● Develop implementation methodology and plan for implementing myGov at Ministries, Directorates, Division, District, Upazila and Union level according to the guideline of consultant.</li> <li>● Develop and maintain monitoring dashboards and reporting system to ensure quality of services to evaluate the quality of services to be provided at field administration.</li> <li>● Prepare plan to ensure end-to-end service delivery through myGov platform.</li> <li>● Contribute to User Acceptance Testing (UAT), Testing and Fixing and all kinds of systems checking to make the systems user friendly &amp; citizen centric.</li> <li>● Provide and conduct sessions (mention number of sessions/trainings) at myGov sensitization training and workshop for Ministries, Directorates and field administration for the effective management of the portals.</li> </ul>	
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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 Consultant (myGoV) 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 of work experience in public/private organization with Bachelor's degree.
- At least 6 years of experience working in public/ private sector with Master's degree.
- At least 4 years of experience in e-service implementation