Terms of Reference
For
Selection of Individual Consultant

Job #	N/A
Job Title	**Consultant (Enterprise Integrator)**
No. of positions	**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:

a2i has been focusing their effort to improve the lives of citizens of Bangladesh. It is one of the most active participant in the frontline of the transformation journey toward Digital Bangladesh. In recent days a2i has been working to introduce the Integrated Service Delivery Platform (ISDP) with whole of government (WoG) vision. In reality, ISDP is an ecosystem of digitally equipped service delivery entities where citizens are defined as eCitizen, institutions are e-Institutions and service delivery entities are exposed as APIs. Together all these entities create a connected nation where empowerment is ensured through inter connectivity, accountability and transparency. In reality ISDP is a combination of all digital building blocks that connects Government and people by means of digital interoperability among the 2000++ government services. In this consequence a2i is going to recruit Enterprise Integrator Expert.

Objectives:

The overall objective of the assignment will be as follows to establish the whole of government digital service delivery architecture-

- Identify, analyse and propose scopes of possible integration between Government agencies in alignment with government policies, technology and information.
- Analyse and improve Government service delivery scopes in partnership with private organization.
- Facilitate liaison among various Government entities and enterprises by promoting the benefits of G2B and G2G integration.
- Facilitate formalized collaboration among various stakeholders for the purpose of integration.

Supervision and Performance Evaluation:

The **Consultant** will be working with the Technology team of Aspire to Innovate Programme. A performance evaluation will be conducted by the **Joint Project Director** (Component 1) after 12 months of contract period and further continuation of the contract will depend upon the satisfactory performance and availability of fund.

Duties and Responsibilities:
To achieve aforementioned targets, below activities need to be performed and deliverables need to be prepared accordingly by the incumbent:

The consultant's assignment will focus on the following areas and activities:

1. **Identify, analyse and propose scopes of possible integration between Government agencies in alignment with government policies, technology and information**.
   a. Assess readiness for technology transformation by developing baseline and target capacity of stakeholders and perform gap analysis. Define the Target Architecture value propositions and KPIs
   b. Design governance framework of the architecture to build trust, responsibility and accountability across various stakeholders (ex: solution vendors, domain expert, technology lead etc.) of building blocks of different systems.
   c. Create implementation/scale-up roadmap of ISDP and others related systems in terms of capacity of the architecture. The roadmap indicates timeline and milestone relevant to architecture vision or principle.
   d. Skill share & architecture capability framework development: he/she will work on resolving single source of technical skill for various technology components of myGov/ISDP by organizing technology & implementation knowledge sharing content and workshops.
   e. Make sure that the architecture principle is maintained and solution building blocks are established accordingly aligned with the government policies.
   f. Work closely with service providers and stakeholders to understand their needs and design unique plans to make them onboard.
   g. Convert requirements of the target services into an architecture and design that will become the blueprint for the solution being created.

2. **Analyse and improve Government service delivery scopes in partnership with private organization.**
   a. Identify Opportunities and solutions across various domains/sectors of ISDP and others related systems.
   b. Service BUS for various APIs, technology specification & RnD of single sign on system to face the ever-increasing security threat.
   c. Identify scope of improvement by utilizing emerging technologies like Blockchain, AI to improve overall experience of ISDP.
   d. Recommend modification/improvement plan for existing solutions to make them compatible with ISDP standards and principles and will contribute to prepare technical documentation.
   e. Identify the scope of partnership with relevant private organization to ensure the public services for the citizen.

3. **Facilitate liaison among various Government entities and enterprises by promoting the benefits of G2B and G2G integration.**

a. Create pool of resources to address technology and operational issues and bring out solutions from dependency on single intellectual resource.
b. Single sign on for government employees, citizens and business.
c. Bring all public services (G2B & G2G) in a single platform to ensure smooth service delivery.

4. **Facilitate formalized collaboration among various stakeholders for the purpose of integration.**
   a. Facilitate to integrate ISDP/myGov with various government service providers.
   b. Take initiatives to integrate different services in collaboration by establishing public-private partnership.
   c. Develop, publish and establish standards to be followed by myGov/ISDP core modules, integrating service providers and various other shared services.
   d. Incorporate identity-based citizen profile with ISDP platform.

5. **Communication & Documentation:**
   a. Write-up/content-development on architectural building blocks, activities and solutions for various types of target audience like integration partners, development partners, service providers, scale up partners, policy makers etc.
   b. Develop some guideline to enhance the policies and laws regarding the integration among service delivery platforms to make the systems interoperable and interactive.
   c. Maintain and formalize the proper collaboration among the organizations who are developed, maintained and belonging the large platforms to assist policy makers to formulate the laws and policies.
   d. Work with relevant stakeholders to make them understand the importance of integration among the enterprise solutions and develop inter-personal relationship/liaison to negotiate the benefits of integration of large enterprise solutions.

Deliverables & Timeline of Payments

Completed Products Under Each Area and Activity	Indicative time frame	Payments
Development of single sign on (SSO) facilities for all government officials and service seekers to securely access service delivery platform.	12 months	Monthly Payment
Integrate with 10 (Ten) relevant government systems/platform which provide citizen services.		
Development and release standard **documents and guidelines** to ensure technology solutions compliance with the ISDP architecture.		
Create **guideline** and assist service providers to ensure software solutions deployment, database structuring and technology selection.		
Update technology and **standards** to address emerging security & system vulnerability for sustainability of the solutions by using emerging technologies.		
Ensure steady progress of a2i's different platforms (Like- myGov, Doptor, UBID, Prottoyon etc.) along with its building blocks to meet the integration principles.		

Payment of the consultant: The consultant will be paid 12 (Twelve months) equal installments on monthly basis upon completion of above deliverables

REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

I.   <u>**Academic Qualifications:**</u>
- Minimum Bachelor's degree in information and Communication Systems/ Computer Science & Engineering /Management Information Systems/ any other relevant subject from any reputed university.

II.   <u>**Years of experience:**</u>
- At least 8 years' work experience in national/international organization.
- At least 3 years' experience of integration of large-scale systems.
- Experience in designing Enterprise solutions, and large-scale Content Management as well as Mobile Apps, APIs, and Big Data.
- Experience in working with UN agencies or the government of Bangladesh.