

Terms of Reference

For Selection of Individual Consultant

Job #	N/A
Job Title	Consultant (National Portal)
Number 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:

National Portal is covering detailed information about citizen-centric services of numerous govt. organizations – a lighthouse for the service-seekers. National portal is a web-based platform where all government website of Bangladesh government is united. Overall information of unions, upazilas, districts, divisions, directorates and ministries of the country are integrated in National Portal. A2i designed, developed and implemented the National Portal Framework (NPF), an e-architecture aimed at the creation of harmonized public websites that reduced TCV (time, cost & visit) incurred by citizens in accessing and availing government information and service in association with government stakeholders. Now, National Portal unites 33,341 govt. websites and 51,122 government offices. It lingers to serve as the one-stop destination for millions of citizens around the country and has revolutionized the way that vibrant information is shared and swapped among them.

Aspire to Innovate (a2i) Programme is looking for a **Consultant (National Portal)** who will who direct, manage and supervise the proper implementation of the National Portal.

Objectives of the assignment:

- Support to develop implementation methodology & plan for implementing National Portal
- Coordinate with the relevant government agencies to provide implementation support for e-services.
- Establishing regular and sustainable monitoring mechanism for e-services.
- Support in developing monitoring dashboards and evaluate the quality of services to be provided at field administration.

- Support to develop training and workshop plan regarding sensitization, system development & implementation.

Supervision and Performance Evaluation:

The **Consultant (National Portal)** will be working with the Digital Service team of the Aspire to Innovate Programme. A performance evaluation will be conducted by the project authority, 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:

- Conduct a thorough assessment of the existing National Portal framework, identifying gaps and areas for improvement.
- Assist to design a comprehensive methodology for implementing enhancements to the National Portal, ensuring alignment with national goals and objectives.
- Support to develop a step-by-step implementation plan, outlining timelines, resource allocation, milestones, and key performance indicators (KPIs) to ensure timely and effective execution.
- Engage with relevant government stakeholders to gather input and secure buy-in for the implementation plan.
- Act as a liaison between a2i and various government agencies to ensure seamless communication and coordination throughout the implementation process.
- Offer guidance and support to government agencies in the implementation of e-services, addressing challenges and facilitating solutions.
- Support to develop and implement frameworks for ongoing collaboration between a2i and government agencies to ensure the long-term success of the National Portal.
- Develop and implement monitoring mechanisms that enable continuous evaluation of e-services, ensuring they meet predefined quality standards and objectives.
- Create dashboards, tracking tools, and reporting mechanisms to provide real-time data on the performance and usage of e-services across government agencies.
- Establish channels for continuous feedback from users and stakeholders, ensuring that services are responsive to the needs of citizens.
- Conduct a needs assessment to identify the training requirements of government staff involved in the implementation and management of the National Portal.
- Develop training modules, workshops, and sensitization sessions focused on system development, implementation, and ongoing management of e-services.
- Organize and deliver training sessions for government officials at various levels, ensuring they have the necessary skills to effectively manage and utilize the National Portal.
- Support to implement evaluation mechanisms to measure the impact of training and workshops, making adjustments as necessary to improve outcomes.
- Regularly assess the quality of services provided through the National Portal, ensuring they meet the required standards and effectively serve the needs of citizens.
- Perform regular evaluations of the National Portal's performance, identifying areas for improvement and implementing necessary adjustments.
- Provide detailed reports to a2i management and relevant government stakeholders on the progress of the National Portal's implementation, highlighting successes and areas for further development.

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">• Submit a comprehensive report on the current state of the National Portal.• Support in preparing a detailed methodology document outlining the enhancement strategy.• Support in preparing a detailed implementation plan with timelines, resource allocation, milestones, and KPIs.• Conduct at least 5 stakeholder engagement sessions.• Establishment of a communication plan and coordination mechanisms.• Develop a support framework for government agencies.• Develop and formalize a collaboration framework (e.g., MoUs, governance structures).• Implement a monitoring and evaluation (M&E) framework• Submit regular M&E reports showing compliance with quality standards.• Develop and launch real-time dashboards, tracking tools, and reporting mechanisms.• Comprehensive training needs assessment report.• Prepare training materials, including modules and workshops.• Conduct at least 20 training sessions for Government officials• Develop and apply evaluation tools to assess training impact.• Evaluation reports showing training effectiveness and recommended adjustments.• Perform quarterly assessments of the quality of services provided.• Conduct biannual performance evaluations of the National Portal.• Provide monthly and quarterly progress reports.	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 will be paid 12 (Twelve months) equal instalments on a monthly basis upon completion of the above deliverables.

Requirements for Experience and Qualifications:

Academic Qualifications:

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

Experience:

- At least 8 years of experience in private/ public organization with Bachelor’s degree.
- At least 6 years of experience working in public/ private sector with Master’s degree.

- At least 4 years' experience in project management/ e-service implementation/ portal management/ portal design & development.