Terms of Reference
For
Selection of Individual Consultant

Job #	N/A
Job Title	**Consultant (Technical Coordinator)**
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:

The Aspire to Innovate (a2i) Programme of the Government of Bangladesh is recognized for its pivotal role in driving the nation's transformation in e-services and enhancing public service delivery through technological innovation, fostering efficiency, and bridging the digital divide. The programme has evolved into a comprehensive platform that supports government agencies in developing and implementing scalable, citizen-centric digital solutions. Its initiatives have empowered citizens, improved access to government services, and contributed to socio-economic development. The accelerating pace of technological advancements, coupled with an increasing demand for secure, efficient, and future-proof digital infrastructure, has created the need for more sophisticated leadership within the programme. Emerging technologies such as Artificial Intelligence (AI), Big Data, and Cloud Computing present both opportunities and challenges for ensuring sustainable transformation in government operations. It is pivotal in integrating cutting-edge technology, ensuring compliance with international standards, and advocating for Bangladesh's transformation on global platforms.

To sustain and expand these efforts, **'Aspire to Innovate (a2i) Programme'** seeks a **Consultant (Technical Coordinator)** who will coordinate and manage key projects, workshops, and operational activities within the Technology Team. The role requires a balance of technical and administrative skills to streamline project processes, support meetings and workshops, and facilitate effective team collaboration. This position is essential for driving innovation projects forward and ensuring alignment with organizational goals.

Objectives of the assignment:

The overall objective of the assignment will be the following:

- Establish processes for project monitoring, timeline tracking, and progress reporting.

- Facilitate cross-functional collaboration and alignment within the technology team
- Support quality assurance and compliance adherence across project implementation
- Promote team cohesion and an efficient work environment within the technology team
- Ensure resource allocation and asset management for technology projects
- Coordinate and facilitate strategic meetings, workshops, and events for technology initiatives.
- Develop efficient administrative and operational support mechanisms to enhance the efficiency of technology projects
- Ensure proper stakeholder engagement and communications for project alignment.

Supervision and Performance Evaluation:

The **Consultant (Technical Coordinator)** will be working with the Technology team of Aspire to Innovate Programme. A performance evaluation will be conducted by Project Authority, a2i. After 12 months of the contract period and further continuation of the contract will depend upon the satisfactory performance and availability of funds.

Scope of work, Duties and Responsibilities:

- Coordination of Cross-Functional Teams: Act as a liaison between development, SRE, operations, and product teams to facilitate smooth coordination, align technical activities with project goals, and support efficient deployment and maintenance of digital solutions.
- Integration of SRE and Agile Practices: Ensure that SRE principles (e.g., reliability, observability, and incident response) are integrated into agile workflows, promoting a culture of proactive monitoring, continuous improvement, and efficient service management.
- Technical Project Management: Oversee and track project milestones, timelines, and deliverables, using agile frameworks to ensure that tasks are prioritized effectively and that the project aligns with organizational objectives.
- Incident Coordination and Response: Collaborate with SRE teams to coordinate incident response activities, manage escalations, and document lessons learned to enhance future incident management.
- Facilitation of Agile Ceremonies and Practices: Organize and facilitate agile ceremonies (e.g., stand-ups, sprint planning, and retrospectives), fostering a collaborative and adaptive environment that aligns with both SRE and agile practices.
- Vendor and Partner Collaboration: Work with external vendors and partners, coordinating their contributions to the technical work, ensuring they adhere to SRE and agile standards, and maintaining consistent communication for seamless project integration.
- Continuous Improvement and Optimization: Identify areas for improvement in workflows, processes, and tools, recommending solutions to enhance team efficiency, operational reliability, and alignment with SRE best practices.
- Documentation and Knowledge Sharing: Ensure that all project-related activities, decisions, and lessons learned are well-documented and accessible, promoting knowledge sharing across technical teams and supporting future projects.
- Performance Monitoring and Reporting: Track and report on key performance metrics for technical operations, providing stakeholders with insights on project progress, reliability, and operational efficiency.
- Develop a project monitoring framework that outlines key performance indicators (KPIs) for each project.
- Implement reporting tools and templates for regular updates to stakeholders on project status.
- Establish a shared digital workspace for project documentation, updates, and feedback.
- Coordinate with relevant stakeholders to ensure compliance with organizational and regulatory standards.
- Implement team-building activities to enhance trust and cooperation among team members.
- Monitor team dynamics and address any interpersonal issues or conflicts that may arise.

- Facilitate a resource needs assessment for each project, identifying personnel, tools, and technologies required.
- Ensure implementation of the resource allocation plan to optimize the use of team members and materials.
- Coordinate and support to arrange different meeting and workshops related to different technology platform.
- Provide necessary administrative and operational support to innovative projects.
- Provide all kind of technical, administrative and logistical support in project monitoring, timeline tracking and pilot run of innovation funded projects
- Prepare draft ToR for HR and technological products pertaining to Technology team.
- Function as an effective team member of Admin component of the Technology team.

Required Competencies:

Technical Competencies

- **Project Monitoring and Evaluation**

  - Ability to design and implement a project monitoring framework, including defining key performance indicators (KPIs) for assessing project progress and impact.
  - Skilled in creating project timelines and utilizing tracking tools to monitor project milestones, deadlines, and outcomes.
  - Competent in conducting periodic project health reviews to proactively identify and mitigate risks or delays.

- **Quality Assurance and Compliance**

  - Proficient in developing a quality assurance plan, outlining standards, practices, and audit schedules to maintain project quality throughout its lifecycle.
  - Ability to conduct quality assessments and audits at various project stages to identify improvement areas and ensure compliance with organizational standards.

- **Resource Management**

  - Skilled in performing resource needs assessments, including identifying personnel, tools, and technology required for each project phase.
  - Ability to create and manage a resource allocation plan, optimizing resources and materials to align with project objectives.
  - Competent in monitoring resource utilization and making adjustments to ensure efficiency and alignment with project goals.

- **Stakeholder Engagement and Coordination**

  - Proficient in identifying key stakeholders for each project and developing engagement plans to ensure alignment and effective communication.
  - Skilled in coordinating with stakeholders to address regulatory and organizational compliance, maintaining strong relationships throughout the project lifecycle.

- **Digital Workspace and Documentation Management**

  - Ability to set up and maintain a shared digital workspace for project documentation, updates, and feedback, ensuring accessibility and consistency.

- Skilled in using project management tools (e.g., MS Project, Asana, Trello) to streamline task assignments, track progress, and report project status to stakeholders.

- **Technical Support and ToR Preparation**

  - Ability to draft comprehensive Terms of Reference (ToR) for HR and technology roles within the Technology team, ensuring clarity and alignment with project requirements.
  - Competent in providing technical, administrative, and logistical support, especially for innovation-driven projects, to facilitate pilot testing and implementation.

Functional Competencies

- **Strategic Planning and Execution**

  - Ability to schedule and organize strategic meetings and workshops, with skills in setting clear agendas and objectives for each session.
  - Skilled in implementing administrative processes and workflows that streamline project operations and improve overall efficiency.

- **Communication and Collaboration**

  - Proficient in creating and maintaining regular communication with team members and stakeholders through reporting tools and templates for updates on project status.
  - Skilled in coordinating team-building activities to enhance collaboration and address any interpersonal issues that may arise within the team.

- **Problem-Solving and Decision-Making**

  - Competent in identifying potential project delays or issues and using analytical skills to determine appropriate solutions.
  - Ability to address and resolve interpersonal or team dynamics issues, promoting a collaborative and supportive work environment.

- **Operational Support and Logistics**

  - Competent in providing comprehensive administrative and operational support, including coordinating logistics, arranging meetings, and supporting the smooth execution of project activities.
  - Skilled in managing project timelines, tracking progress, and adapting to project changes as needed to maintain alignment with objectives.

- **Attention to Detail and Organizational Skills**

  - Proficient in designing and maintaining organized systems for project documentation, ensuring consistency and accuracy across all project records.
  - Ability to maintain high-quality standards in documentation, reporting, and resource allocation, ensuring all activities are well-documented and traceable.

- **Teamwork and Flexibility**

  - Strong team-oriented approach, actively contributing to the administrative component of the Technology team and supporting collaborative efforts.

- Flexible and adaptable to project needs, providing support across various areas such as project monitoring, timeline tracking, and innovation project pilot runs.

Deliverables and Timeframe:

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

Deliverables	Timeline
- Create a project monitoring framework with at least 5 KPIs for each project, establishing a comprehensive timeline that includes all key tasks and milestones for tracking progress. - Implement standardized reporting templates and provide bi-weekly status updates for all ongoing projects, ensuring consistency and timeliness in reporting. - Perform quarterly project health reviews for all projects, documenting potential risks or delays and addressing each identified issue within a set timeframe. - Set up and manage a digital workspace (e.g., SharePoint, Google Drive, ClickUp) for project documentation, updates, and feedback, ensuring that all project documents are uploaded and accessible to team members. - Establish a quality assurance plan that includes key standards and practices, and conduct quality assessments at designated stages of each project to identify and address areas for improvement. - Develop a stakeholder engagement plan for key projects, holding regular engagement meetings and documenting stakeholder feedback, with action items clearly outlined and followed up on. - Complete a resource needs assessment for each project, detailing personnel, tools, and technology requirements, and develop a resource allocation plan to meet identified project needs. - Track and report on resource utilization for each project quarterly, ensuring resources remain aligned with project goals and making adjustments as needed. - Organize team-building activities throughout the project cycle to foster team trust and cooperation, with documented participation and feedback. - Develop optimized workflows for project-related administrative processes, creating streamlined procedures that reduce task completion time and improve efficiency. - Set up project management software or tools and conduct training sessions for team members, ensuring team members are proficient in tool usage as demonstrated in follow-up assessments. - Schedule and coordinate strategic meetings and workshops for each project, ensuring each session has a clear agenda and objectives, with documented meeting outcomes shared with stakeholders in a timely manner.	12 Months

• Provide technical, administrative, and logistical support for innovation-funded projects, ensuring adherence to timelines and successful pilot implementation. • Draft Terms of Reference for HR and technology roles in the Technology team, ensuring clarity on responsibilities and alignment with project requirements.	

The incumbent will perform other related duties and responsibilities as and when required and assigned by the Project Authority. The incumbent should function as an effective team member.

Payment: The Consultant 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 Computer Science/CSE or relevant technical/ engineering discipline from any reputed public/private University.
- Master's degree in Business Administration/ Information System/ Technology is preferable.

II. Experience:

- At least 8 years' work experience in national/international organization.
- At least 4 years of experience in technical coordination.
- At least 2 years of experience in field level implementation