

**Terms of Reference
For
Selection of Individual Consultant**

Job #	N/A
Job Title	Consultant (Technical Documentation)
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 Documentation)** who will play a critical role in developing and maintaining high-quality, standardized documentation across various projects, supporting effective knowledge transfer, compliance, and seamless integration with internal and external systems.

Objectives of the assignment:

The overall objective of the assignment will be the following:

- Prepare and evaluate SRS, ToR, Budget, Test cases, UAT and user manual in collaboration with relevant stakeholders.

- Prepare and maintain existing and upcoming catalogs.
- Develop templates ensuring clarity, quality and consistency across all technical documentation.
- Service profiling along with design and technical documents for building various digital services.
- Technical Document preparation for integration of 3rd party systems or services.
- Review and supervise the preparation of different user manuals and guidelines.

Supervision and Performance Evaluation:

The **Consultant (Technical Documentation)** 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:

- **Knowledge Management Strategy Development:** Develop and implement a comprehensive knowledge management strategy, ensuring that all technical information and documentation are accessible, organized, and maintained for easy reference by stakeholders and technical teams.
- **Technical Documentation Creation and Maintenance:** Produce high-quality technical documentation, including user manuals, system guides, API documentation, and troubleshooting guides, tailored to the needs of different user groups.
- **Documentation Standards and Templates:** Establish documentation standards, templates, and best practices to ensure consistency, clarity, and quality across all technical documents.
- **Collaboration with Cross-Functional Teams:** Work closely with domain, development, operations, and support teams to gather information and ensure technical accuracy and completeness in all documentation.
- **Knowledge Base Development:** Build and maintain an organized knowledge base, including FAQs, user guides, and support resources, to empower end-users and reduce dependency on support teams.
- **Content Review and Quality Assurance:** Regularly review and update documentation to reflect changes in systems, processes, and technologies, ensuring accuracy and relevancy.
- **Training and Knowledge Sharing:** Conduct training sessions for internal teams and external partners on using documentation tools and accessing knowledge resources effectively.
- **Continuous Improvement and Feedback Collection:** Gather feedback from end-users and technical teams to improve documentation quality and usability, incorporating suggestions into updates and new content.
- **Document Security and Compliance:** Ensure that documentation practices align with data security and compliance requirements, safeguarding sensitive information in technical documents.
- **Collaborate with stakeholders to develop documents i.e. ToR, SRS, BRD etc. for each project,** ensuring clarity on functional and non-functional requirements.
- **Prepare budget proposals for technical documentation and development processes,** coordinating with the finance and planning teams to ensure alignment with financial policies.
- **Monitor quality, maturity and completeness of documentation of test cases, criteria for acceptance, user manuals, handover document etc.**
- **Assist in developing and archiving technical design documents for each service, covering architecture, frameworks, system dependencies, and deployment environments to support service scalability and reliability.**
- **Coordinate with development teams to ensure that technical documentation supports the design, development, and testing phases of digital service projects.**

- Identify and document specific integration requirements for third-party systems or services, ensuring alignment with project goals and technical standards.
- Establish and enforce standards for documentation quality, layout, and accessibility, providing feedback to ensure consistency and adherence to a2i's documentation protocols.
- Conduct training sessions for internal and external stakeholders on effective use of documentation, including SRS, ToRs, and user manuals.
- Support knowledge transfer processes by creating and sharing clear guidelines on document utilization and updating protocols.
- Prepare documentation for DPI/DPG submissions

Required Competencies:

Technical Competencies

- 1. Software Requirements Specification (SRS) Development:**
 - Expertise in creating and documenting detailed SRS, including functional and non-functional requirements.
 - Ability to analyze and communicate complex requirements effectively with cross-functional teams.
- 2. Terms of Reference (ToR) Drafting:**
 - Proficiency in drafting ToRs that clearly define scope, deliverables, and timelines.
 - Strong understanding of project management principles and third-party engagement strategies.
- 3. Budgeting and Financial Documentation:**
 - Skilled in preparing budget proposals and aligning them with financial policies and project requirements.
 - Ability to coordinate with finance and planning teams to ensure accurate budget forecasts.
- 4. User Acceptance Testing (UAT) Planning:**
 - Proficient in designing UAT plans, including test cases, success criteria, and expected outcomes for validating project deliverables.
 - Knowledgeable in quality assurance processes and user-centered testing methodologies.
- 5. Technical Writing and Documentation:**
 - Advanced skills in technical writing, with the ability to draft user manuals, API documentation, integration workflows, and guidelines.
 - Strong understanding of digital service architecture, design principles, and technology documentation best practices.
- 6. Cataloging and Service Profiling:**
 - Experience in creating, maintaining, and updating digital service catalogs with accurate technical information.
 - Ability to document service profiles, capturing key features, user requirements, and technical specifications for comprehensive references.
- 7. API and Data Integration Documentation:**
 - Proficient in documenting APIs, data flows, and exchange protocols, with attention to security and data integrity standards.
 - Skilled in creating integration workflows for seamless third-party system connectivity and compliance with technical standards.
- 8. Technical Design Documentation:**
 - Expertise in developing technical design documents, covering architecture, frameworks, system dependencies, and scalability requirements.
 - Knowledgeable in digital service deployment environments and system design considerations.
- 9. Quality Assurance and Documentation Standards:**

- Strong quality assurance skills, ensuring consistency, clarity, and accessibility across all user manuals and guidelines.
 - Ability to set and enforce documentation standards for quality, layout, and accessibility.
- 10. Training and Knowledge Transfer:**
- Skilled in conducting training sessions on documentation utilization for internal and external stakeholders.
 - Proficient in knowledge transfer techniques, creating guidelines for document updates and maintenance.

Functional Competencies

- 1. Analytical Thinking:**
 - Ability to analyze complex project requirements and translate them into precise technical documentation.
 - Skilled in evaluating project deliverables to ensure alignment with technical and functional requirements.
- 2. Attention to Detail:**
 - High level of accuracy in preparing and reviewing technical documents, ensuring clarity and compliance with organizational standards.
 - Vigilant in maintaining up-to-date, accurate information in service catalogs and technical profiles.
- 3. Collaboration and Communication:**
 - Strong interpersonal skills for working effectively with cross-functional teams, stakeholders, and project teams.
 - Ability to clearly communicate technical information to non-technical stakeholders.
- 4. Problem Solving and Adaptability:**
 - Ability to address and resolve technical documentation challenges efficiently.
 - Adaptable in a dynamic project environment, responding promptly to updates in project requirements or priorities.
- 5. Standards and Best Practices Enforcement:**
 - Ability to set and uphold high standards for documentation quality, layout, and accessibility.
 - Knowledgeable in best practices for usability, security, and accessibility in technical documentation.
- 6. Knowledge Sharing and Capacity Building:**
 - Committed to supporting knowledge transfer through clear, accessible guidelines and training sessions.
 - Proficient in fostering a learning environment by providing resources and insights into effective documentation practices.
- 7. Customer-Centric Approach:**
 - Focused on creating user-friendly and accessible documentation for end-users.
 - Emphasizes a user-centered approach to ensure documentation meets the needs and expectations of diverse stakeholders.
- 8. Compliance and Governance Awareness:**
 - Knowledgeable in compliance requirements for security, privacy, and governance within digital services documentation.
 - Ability to incorporate governance and policy requirements into technical documentation processes.

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"> • Complete and document detailed SRS for at least 5 major projects. • Draft and finalize ToRs for 5 new or ongoing projects involving third-party engagements. • Prepare budget proposals for each project requiring documentation support. • Develop UAT plans, including test cases and criteria, for at least 3 digital services. • Create detailed user manuals for each digital service and update any relevant existing ones. • Develop a comprehensive catalog of existing services and update it quarterly. • Complete technical design documents and service profiles for 5 digital services. • Prepare technical documentation for integrating 3 third-party systems or services. • Draft API usage and data flow documentation for 3 major projects involving data exchange. • Conduct quality review of user manuals and provide feedback to ensure accessibility and consistency. • Prepare guidelines on usage, troubleshooting, and maintenance for each new digital service. • Develop and enforce standards for documentation quality, with quarterly quality assessments. • Conduct training sessions on documentation standards and SRS/ToR preparation for project teams. 	12 Months

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 any subject from any reputed public/private university.

II. Experience:

- At least 8 years’ work experience in national/international organization.
- At least 4 years of experience in the field of technical documentation or development.