Terms of Reference
For
Selection of Individual Consultant

Job #	N/A
Job Title	**Consultant (Technology)**
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 under the Government of Bangladesh has established itself as a key player in transforming public services and advancing e-governance nationwide. Through the deployment of cutting-edge technology, a2i aims to bridge the digital divide and deliver efficient, accessible government services to citizens. By integrating technologies such as AI, Big Data, and Cloud Computing, a2i is paving the way for sustainable digital governance while positioning Bangladesh as a leader in digital innovation.
To sustain and expand these efforts, **'Aspire to Innovate (a2i) Programme'** seeks a **Consultant (Technology)** to work alongside the CTA in guiding the programme's technological evolution. This position requires a blend of strategic insight, hands-on technical expertise, and a commitment to digital transformation that aligns with a2i's mission of socio-economic advancement.

Objectives of the assignment:

The overall objective of the assignment will be the following:

- Support the CTA in creating and implementing a technology strategy and roadmap that aligns with a2i's goals, ensuring digital platforms effectively serve citizens and government agencies while promoting innovation in public services.
- Oversee improvements to digital infrastructure, such as Digital Nothi and the National Portal, ensuring they are scalable, secure, and accessible for a responsive service experience.
- Facilitate system integrations and enhance data management to promote seamless collaboration and improve service delivery across government entities.

- Contribute to the research and implementation of emerging technologies like AI, Big Data, and Cloud Computing in government operations, and assess pilot projects for effective technology adoption.
- Lead training initiatives to build digital skills within a2i and among government officials, ensuring knowledge transfer for a future-ready workforce.
- Collaborate to develop governance policies to ensure compliance with data privacy and cybersecurity regulations.
- Designing and implementing an ID-based payment architecture, coordinating with stakeholders for innovation and compliance in financial technology.
- Collaborate with internal teams and external stakeholders to implement solutions that prioritize accessibility and inclusivity, ensuring digital platforms meet citizen needs and support government adoption of user-friendly technologies.

Supervision and Performance Evaluation:

The **Consultant (Technology)** 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:

Support Strategic Technological Planning

- Assist the CTA in defining technology strategy and roadmaps, ensuring a2i's digital platforms meet the needs of citizens and government agencies.
- Contribute insights on new and emerging technologies, providing recommendations that enhance a2i's core platforms and drive public service efficiency.

Digital Infrastructure and Platform Management

- Oversee enhancements to a2i's digital infrastructure, including Digital Nothi and the National Portal, ensuring scalability, accessibility, and security.
- Support system integrations and data management solutions that allow for seamless interdepartmental cooperation and user accessibility.

Promote Innovation and Public Accessibility

- Work with internal and external stakeholders to identify and implement citizen-centric solutions that promote accessible, inclusive service delivery.
- Collaborate on initiatives that empower government bodies to adopt new technologies and improve user experience.

Assist in R&D and Technology Pilots

- Support the planning and execution of research and development initiatives, exploring practical applications of AI, Big Data, and Cloud Computing for government operations.
- Evaluate the effectiveness of pilot projects and make recommendations based on findings.

Develop Capacity and Knowledge Transfer

- Facilitate training sessions and workshops to build digital competencies within a2i and among government officials.
- Contribute to knowledge transfer programs that ensure continuity and foster a future-ready workforce.

Ensure Compliance and Standards

- Work under the guidance of the CTA to ensure that all digital platforms meet national regulations and adhere to best practices in data privacy and cybersecurity.
- Support the development of internal governance policies for managing digital operations effectively.

Development and Implementation of a Secure, Compliant, and Collaborative ID-Based Payment Architecture

- Analyze existing payment system and assist to develop ID based payment architecture in Bangladesh.
- Work with solution development team to articulate new technologies of payment system.
- Ensure and implement technological and financial compliance in relevant solution development.
- Coordinate with industry players and relevant stakeholders to ensure their participation in the new payment architecture.

Required Competencies:

Technical Competencies

Technology Strategy and Roadmap Development

- Expertise in creating and implementing technology strategies that align with organizational goals and public service delivery.
- Ability to evaluate and recommend new technologies that enhances technological platforms

Digital Infrastructure Management

- Proficiency in overseeing digital infrastructure projects, ensuring they are scalable, secure, and user-friendly.
- Competence in managing cloud-based services and ensuring efficient data storage and retrieval.

System Integration and Data Management

- Skills in facilitating system integrations that promote seamless data exchange across entities.
- Knowledge of data management practices, ensuring data accuracy, security, and accessibility.

Emerging Technologies Implementation

- Experience in researching and implementing emerging technologies (e.g., AI, Big Data, Cloud Computing) to optimize government operations.

- Ability to assess the effectiveness of pilot projects and make data-driven recommendations for technology adoption.

Training and Capacity Building

- Expertise in designing and conducting training programs to enhance digital skills.
- Capability to develop knowledge transfer initiatives that ensure sustainability and continuity in technology use.

Compliance and Governance Policy Development

- Understanding of data privacy, cybersecurity regulations, and best practices in digital governance.
- Skills in developing and implementing internal governance policies for effective digital operations.

Functional Competencies

Analytical and Problem-Solving Skills

- Strong ability to analyze complex technology challenges and develop effective solutions for public service improvements.
- Capability to anticipate technological risks and proactively implement mitigation strategies.

Attention to Detail and Accuracy

- Meticulous attention to detail in managing digital infrastructure projects and ensuring high-quality data management.
- Commitment to accuracy in system integrations and technology implementation processes.

Communication and Collaboration

- Excellent communication skills to convey technical information clearly to non-technical stakeholders.
- Ability to collaborate with internal teams and external partners to implement technology solutions that prioritize accessibility and inclusivity.

Time Management and Organization

- Strong organizational skills to manage multiple technology projects and initiatives simultaneously.
- Effective time management to meet deadlines for project deliverables and training sessions.

Leadership and Teamwork

- Ability to work both independently and collaboratively within a team, fostering a culture of innovation and support.
- Leadership skills to mentor junior staff and guide cross-functional teams in technology initiatives.

Ethical Conduct and Accountability

- Commitment to ethical practices in technology use and implementation, ensuring integrity and transparency.
- Accountability for decisions related to technology strategy and implementation, ensuring compliance with relevant policies and regulations.

Adaptability and Flexibility

- Capacity to adapt to rapidly changing technology landscapes and organizational needs.
- Flexibility in responding to new challenges and adjusting technology strategies accordingly.

Deliverables and Timeframe:

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

Deliverables	Timeline
- Develop a comprehensive report with technology strategy and roadmap recommendations for a2i's digital platforms. - Conduct an initial infrastructure assessment covering scalability, accessibility, and security requirements, and submit a report with prioritized enhancement recommendations. - Draft a framework for evaluating R&D pilot projects in AI, Big Data, and Cloud Computing. - Organize and conduct two training workshops to build digital competencies within a2i and among government officials. - Develop a preliminary compliance checklist for a2i digital platforms, ensuring alignment with national data privacy and cybersecurity regulations. - Submit a feasibility report on the existing payment system and initial specifications for an ID-based payment architecture. - Refine and finalize R&D pilot project evaluation and provide recommendations based on findings from at least one pilot initiative. - Ensure implementation of one key infrastructure enhancement - Launch one citizen-centric solution with measurable user accessibility improvements - Conduct a series of three advanced workshops focused on digital governance and competency-building for a2i and government officials. - Create and submit a final governance policy draft for managing digital operations with cybersecurity and compliance best practices. - Finalize and deliver the design of the ID-based payment system, ensuring it meets technological and financial compliance requirements.	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 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 of working experience in national/international organization.
- At least 4 years working experience in Technology sector.
- At least 4 years working experience in Government/Development project.
- Experience in requirement analysis, software development, integration and deployment.