

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 needs assessment and stakeholder analysis to determine the requirements for the National Portal.
- Develop guidelines and technical frameworks for portal implementation.
- Coordinate validation workshops to finalize the methodology and plan.
- Facilitate meetings and discussions with government agencies to identify gaps in their e-service delivery.
- Develop a communication and coordination mechanism to track progress on e-service integration.
- Design and implement a monitoring framework to track the performance of e-services on the National Portal.
- Develop guidelines for periodic reporting and evaluation of e-service performance.
- Design intuitive and user-friendly dashboards for monitoring e-service delivery and usage statistics.
- Work with technical teams to integrate dashboards with existing systems for real-time updates.
- Develop quality assurance criteria for evaluating e-services.
- Conduct field visits or user surveys to gather feedback on the quality of e-services.
- Identify key stakeholders and target groups for training and workshops.
- Develop a detailed training plan, including content, timelines, and resource persons.
- Create training materials, including presentations, manuals, and hands-on practice guides.

Required Competencies

Technical Competencies:

- Strong understanding of e-service development and implementation methodologies.
- Expertise in government portals and digital government services.
- Proficiency in monitoring and evaluation systems for service quality.
- Knowledge of data analytics and dashboard development for performance tracking.
- Familiarity with training and workshop development for system implementation and sensitization.

Functional Competencies:

- Excellent coordination skills with government agencies and stakeholders.
- Ability to design and implement monitoring mechanisms for e-services.

- Strong project management skills for planning and executing national portal implementation.
- Experience in capacity-building through training and workshops.
- Ability to evaluate and improve service quality at field administration levels.

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"> • Developed a Standard Operating Procedure (SOP) for the support mechanism, outlining responsibilities, processes, and escalation pathways. • Established a helpdesk system with a dedicated team to provide 24/7 technical and operational support for the National Portal. • Trained at least 50 staff members from relevant government agencies on troubleshooting and using the support system effectively. • Created an issue tracking system with real-time updates and reporting for monitoring and resolving technical problems efficiently. • Generated monthly support performance reports, highlighting key issues, resolution times, and areas for improvement. • Conducted at least 4 quarterly feedback sessions with stakeholders to refine and improve the support mechanism based on user experiences. • Ensured all the procurement completion of a2i projects as per procurement plan. 	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.