# Terms of Reference

**For**
**Selection of Individual Consultant**

| | |
|---|---|
| **Job #** | N/A |
| **Job Title** | **Consultant- Nothi** |
| **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 (may be extended based on requirement and performance of the incumbent) |

**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 service 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:**

To enhance operational efficiency and ensure faster file movement across various layers of government offices, the Nothi system is revolutionizing public service delivery by increasing transparency, accountability, and timeliness. Currently, Nothi is implemented in over 8,500 government offices, spanning from the Upazila level to the Ministry level. With its proven success in improving administrative processes, the system aims to expand its reach to ensure seamless coverage across all government offices.

To achieve this, the **Aspire to Innovate (a2i) programme** seeks to recruit a **consultant (Nothi)** to support the implementation and expansion of Nothi across government offices. The consultant will play a critical role in ensuring effective implementation, integration, and capacity-building activities to sustain and scale the Nothi initiative.

**Objectives:**
The overall objective of the assignment will be the following:

- Develop Implementation methodology and plan for implementation of e-Nothi.
- Provide necessary support to implement e-Nothi in government offices.
- Ensure regular and sustainable monitoring mechanism.
- Facilitate the UAT and ensure the incorporation of those requirements in e-Nothi.
- Ensure support services based on well-defined SoP.
- Ensure Integration of assistive platfonns in e-Nothi.

- Facilitate the sensitization workshops and seminars for senior officials and training for the capacity development of e-Nothi end users.
- Prepare user manual, video-tutorial and online e-nothi course.

**Supervision and Performance Evaluation:**

The **Consultant (Nothi)** will work closely with the Nothi team of the Aspire to Innovate Programme. Their performance will be evaluated by the Project Authority, a2i, at the end of the 12-month contract period. Continuation of the contract beyond this period will depend on the results of the evaluation.

**Scope of work, Duties and Responsibilities:**

- Design a robust implementation methodology for the Nothi system in government offices.
- Develop a step-by-step implementation plan, considering various stages like preparation, training, and system integration.
- Align the plan with government priorities and ensure a clear communication strategy.
- Provide technical and functional support during the rollout of the Nothi system in government offices.
- Address and troubleshoot implementation issues in real time to ensure smooth deployment.
- Design a sustainable monitoring framework for ongoing system performance, user adoption, and effectiveness.
- Set up feedback loops to inform system optimization.
- Lead the User Acceptance Testing (UAT) process, ensuring that the system meets user needs and expectations.
- Develop a clear Standard Operating Procedure (SoP) for providing post-implementation support services for the Nothi system.
- Organize workshops and seminars for senior government officials to increase awareness about the Nothi system.
- Ensure that senior officials understand the strategic importance and functional benefits of the system.
- Design and implement training programs for Nothi end users across government offices.
- Ensure that the training materials are clear, user-friendly, and accessible.

<div align="center">

**Required Competencies**
</div>

**Technical Competencies:**

- Strong expertise in system implementation and deployment within government organizations.
- Proficient in software testing, including User Acceptance Testing (UAT), ensuring system functionality aligns with user needs.
- Knowledge of data security and privacy standards, particularly for handling sensitive government data.
- Experience in integrating assistive technologies and ensuring accessibility for diverse users.
- Ability to provide technical support and troubleshooting, ensuring minimal disruption to system operations.
- Proficiency in creating training materials and technical documentation for end-users.

**Functional Competencies:**

- Strong stakeholder engagement skills, particularly with senior government officials and other key stakeholders.
- Demonstrated experience in project management, including planning, execution, and monitoring of complex systems.
- Skilled in change management, guiding organizations through the adoption of new technologies and systems.
- Excellent communication skills, both verbal and written, with an ability to create clear, concise reports and manuals.
- Strong problem-solving abilities, with a focus on troubleshooting issues during implementation and operation.
- Ability to develop and deliver effective training programs, ensuring knowledge transfer and user confidence.

**Deliverables and Timeframe:**

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

| Deliverables | Timeline |
|---|---|
| <ul><li>Delivered on-site support for the implementation in at least 5 government offices.</li><li>Resolved 50+ technical issues and provided guidance to over 100 users across different locations.</li><li>Produced weekly support progress reports, highlighting resolutions, challenges, and recommendations.</li><li>Created a monthly monitoring report assessing system usage, challenges, and user feedback.</li><li>Conducted quarterly user satisfaction surveys with feedback from at least 200 end users.</li><li>Collected 100% feedback from participants and ensured the integration of at least 85% of feedback into the system.</li><li>Delivered 6 training sessions for over 150 end users in various government offices.</li><li>Developed and distributed training materials, including guides, presentations, and FAQs.</li></ul> | 12 months |

**Payment of the consultant:** The consultant will be paid 12 months (Twelve months) equal installments on monthly basis upon completion of 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 working in public sector with Bachelor's degree.
- At least 6 years of experience working in public sector with Master's degree.
- At least 4 years of experience in Service Digitization/ management of public service delivery.