

**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: 10 months (Subject to the project's validity period. 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 National Portal team of the Aspire to Innovate Programme. A performance evaluation will be conducted by the project authority, a2i. After the contract period, further continuation of the contract will depend upon the satisfactory performance and availability of funds.

Scope of work, Duties and Responsibilities:

- Analyze the existing National Portal Framework (NPF) and identify areas for enhancement or scalability.
- Collaborate with stakeholders to draft a comprehensive implementation methodology tailored to specific organizational needs.
- Prepare detailed project plans, timelines, and milestones for rolling out the National Portal to additional government agencies or offices.
- Ensure alignment of the implementation plan with government policies, guidelines, and ICT frameworks.
- Act as the primary liaison between a2i and government agencies for implementing e-services on the National Portal.
- Provide technical and operational guidance to government offices for integrating their services into the portal.
- Support agencies in identifying citizen-centric services suitable for digital transformation.
- Conduct regular meetings with government agencies to ensure smooth communication, troubleshoot issues, and resolve implementation challenges.
- Facilitate resource allocation and stakeholder buy-in for the effective execution of e-services.
- Design and implement a structured monitoring framework for the National Portal's e-services.
- Develop guidelines for field administration to monitor and report the usage and efficiency of services provided through the portal.
- Set up mechanisms for collecting real-time data on service delivery and citizen feedback.
- Ensure sustainability of the monitoring system through capacity-building and handover to appropriate government personnel.
- Design and develop user-friendly dashboards for real-time tracking of e-services performance.
- Identify key performance indicators (KPIs) for evaluating the efficiency and effectiveness of services delivered through the National Portal.
- Conduct evaluations to assess service quality, citizen satisfaction, and overall impact.
- Design and deliver training modules for government officials on the National Portal's features, functionalities, and operational requirements.
- Organize workshops to raise awareness about the benefits of the National Portal and e-services among field-level officers and other stakeholders.
- Develop a capacity-building roadmap to enhance technical and operational skills of personnel responsible for maintaining the portal.
- Prepare training materials, including user guides, FAQs, and system documentation, for different levels of users.
- Monitor the effectiveness of training and workshops and make necessary adjustments to the plan for continuous improvement.

Technical Competencies

1. **E-Governance and Digital Services Implementation**
 - Expertise in e-governance frameworks and digital transformation processes.
 - Experience in integrating citizen-centric e-services into unified platforms.
 - Knowledge of ICT policies, guidelines, and standards for government projects.
2. **Project Management**
 - Ability to develop detailed project plans, timelines, and risk mitigation strategies.
 - Strong skills in tracking project milestones and ensuring timely delivery.
 - Proficiency in project management tools (e.g., Microsoft Project, Trello, or Asana).
3. **Data Analysis and Monitoring Tools**
 - Experience in setting KPIs and using real-time data collection mechanisms for evaluation.
 - Analytical skills to assess service performance, identify gaps, and propose improvements.
4. **Technical Documentation and Reporting**
 - Expertise in preparing technical documents such as system requirements, user manuals, and training materials.
 - Ability to prepare analytical reports on system performance and citizen satisfaction.
5. **Training and Capacity Building**
 - Skills in designing and delivering training modules, workshops, and capacity-building sessions.
 - Proficiency in preparing training materials such as guides, FAQs, and operational manuals.
6. **Stakeholder Coordination and Communication**
 - Experience in coordinating with government agencies and facilitating cross-functional collaboration.
 - Skills in organizing meetings, managing stakeholder communication, and building consensus.

Functional Competencies

1. **Strategic Thinking and Planning**
 - Ability to align the National Portal's objectives with national e-governance strategies.
 - Skills in developing implementation methodologies that address organizational and citizen needs.
2. **Problem-Solving and Decision-Making**
 - Capacity to analyze challenges in portal implementation and develop practical solutions.
 - Ability to make data-driven decisions to enhance service delivery and portal performance.
3. **Leadership and Team Coordination**
 - Strong leadership skills to guide technical and operational teams.
 - Ability to foster collaboration among diverse teams and stakeholders.
4. **Innovation and Adaptability**
 - Openness to adopting new technologies and innovative approaches for improving portal functionality.
 - Flexibility to adapt plans and methodologies based on evolving requirements and challenges.
5. **Attention to Detail and Quality Assurance**
 - Strong focus on ensuring accuracy, completeness, and quality of e-services and technical outputs.
 - Commitment to continuous monitoring and improvement of the National Portal.
6. **Communication and Presentation Skills**

- Proficiency in presenting technical and non-technical information to diverse audiences.
 - Ability to write clear and concise reports, presentations, and documentation.
- 7. Cultural and Organizational Awareness**
- Understanding of government structures, workflows, and the cultural context of public service delivery in Bangladesh.
 - Awareness of the citizen-centric approach in designing and delivering e-services.

Deliverables and Timeframe:

The assignment will be for 10 months (Subject to the project’s validity period). Completed tasks under each area and activity will be as follows:

Deliverables	Timeline
<ul style="list-style-type: none"> ● Deliver a comprehensive report analyzing the existing NPF, identifying gaps, and proposing enhancements or scalability opportunities. ● Develop a detailed implementation methodology tailored to organizational needs, including workflows, steps, and resource requirements. ● Prepare and submit at least 3 detailed project plans with timelines, milestones, and risk mitigation strategies for rolling out the portal to additional government agencies. ● Facilitate and document outcomes of at least 10 coordination meetings with relevant government agencies, ensuring effective communication and troubleshooting implementation challenges. ● Provide operational and technical guidance to at least 10 government offices, with a documented report on integrating their services into the National Portal. ● Design and submit a structured monitoring framework for e-services, including guidelines for field administration. ● Conduct 2 evaluations of service quality and citizen satisfaction based on established KPIs, and provide actionable recommendations. ● Prepare and submit a comprehensive training and workshop plan, detailing objectives, participants, and materials. ● Organize and deliver at least 3 training sessions for government officials on portal functionalities and operations, and collect feedback for further improvement. ● Develop and submit a capacity-building roadmap for maintaining the portal, including skill enhancement plans for at least 10 personnel. ● Deliver a complete set of training materials, including 3 user guides, 10 FAQs, and 2 system documentation manuals, for government officials and field-level officers. 	<p>10 Months (Subject to the project’s validity period)</p>

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 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.