

Section 2. Terms of Reference

For
Selection of Individual Consultant

Job #	N/A
Job Title	Consultant (eCourt Implementation)
No. of Position	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 (Subject to the validity of the project). 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:

In its pursuit of a more advanced Bangladesh, the government is steadfastly evolving its approach to citizen and office-centric services, transitioning from the current model to a model that emphasizes intelligent and innovative service delivery through the integration of cutting-edge technologies.

As part of this transformation, the digitization of executive magistrate courts, general certificate courts, and mobile courts is a priority. Implementing digital platforms for judgment processes in these courts will benefit all stakeholders involved in executive court operations, ensuring enhanced transparency and accountability.

To support this initiative, the Aspire to Innovate (a2i) Programme is seeking a **Consultant (eCourt Implementation)**. This role involves providing design and support services both locally and internationally, contributing to the overarching goal of enhancing service delivery in Bangladesh.

Objectives of the assignment:

The overall objective of the assignment will be the following:

- Development and Implementation of Sustainable model for eCourt system.
- Establishing regular and sustainable monitoring mechanism/impact assessment for eCourt activities.
- Assist in providing methodological support to the officials of Deputy Commissioners office involved in executive court functioning
- Facilitate training for the officials of field administration and other stakeholders involved in conducting executive court for the purposes of capacity building in the relevant field



- Co-ordination with the relevant government agencies including the office of the Deputy Commissioner (DC) to provide support for the implementation of eCourt activities and relevant e-services.
- Lead in developing a mechanism for updating plan of field level in concern of fast changing technology.

Supervision and Performance Evaluation:

The **Consultant (eCourt Implementation)** will be working with the eCourt team of Aspire to Innovate Programme. A performance evaluation will be conducted by 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:

- Develop a comprehensive, sustainable eCourt system model, ensuring integration with existing legal frameworks and long-term scalability.
- Establish a clear implementation roadmap for the eCourt system, including key activities, timelines, milestones, and resource allocation.
- Conduct a thorough needs assessment to identify the technical, operational, and infrastructure requirements for the eCourt system across different administrative levels.
- Identify and mitigate potential risks, including technological challenges, data security concerns, and operational barriers during implementation.
- Collaborate with relevant stakeholders, including legal experts, court officials, and IT teams, to address integration challenges and refine the eCourt design.
- Develop a monitoring and evaluation framework for the eCourt system, with specific KPIs and reporting mechanisms for ongoing impact assessment.
- Design and implement a training plan, including workshops and manuals, to build capacity among field administration officials and stakeholders involved in eCourt operations.
- Coordinate with the Deputy Commissioner's office and other relevant government agencies to ensure alignment and support for eCourt activities and e-services.
- Establish a dedicated technical support and troubleshooting mechanism for ongoing system maintenance and user assistance.
- Create a feedback loop for users of the eCourt system to collect insights for continuous improvement and system optimization.
- Facilitate the integration of the eCourt system with existing government infrastructure, such as databases and document management systems.
- Lead the development of a proactive mechanism for updating the eCourt system to keep up with rapidly changing technology and legal requirements.
- Monitor compliance with national laws and regulations, ensuring the eCourt system meets all legal standards for electronic records and digital evidence.

Required Competencies:

Technical Competencies

1. **System Design and Architecture:**
 - Expertise in designing scalable, secure, and sustainable eCourt systems, ensuring compatibility with legal frameworks and future-proofing.
2. **Project Management Tools:**
 - Proficiency in using project management software (e.g., Agile, Waterfall) for creating detailed implementation roadmaps, resource allocation, and milestone tracking.
3. **Cybersecurity and Data Protection:**
 - Strong knowledge of security practices to safeguard sensitive legal data, including encryption, access controls, and compliance with data protection regulations.
4. **System Integration:**



- Skills in integrating the eCourt platform with existing government databases, document management systems, and other legal tools for seamless operations.
- 5. **Database Management:**
 - Expertise in managing and optimizing databases to store, retrieve, and maintain large volumes of legal documents and court records securely.
- 6. **Monitoring and Evaluation (M&E):**
 - Ability to develop technical tools and systems to monitor the performance, effectiveness, and impact of the eCourt system through KPIs and real-time data analytics.
- 7. **Legal Compliance with Technology Standards:**
 - Knowledge of legal and regulatory standards for digital evidence, electronic records, and ensuring the eCourt system complies with national and international laws.
- 8. **Cloud Computing and Virtualization:**
 - Familiarity with cloud-based systems to host the eCourt platform, ensuring scalability, availability, and disaster recovery.

Functional Competencies

1. **Strategic Planning and Development:**
 - Ability to design and develop long-term strategies for the eCourt system, ensuring alignment with legal frameworks, scalability, and sustainability.
2. **Project Coordination and Management:**
 - Expertise in coordinating tasks, managing timelines, allocating resources, and ensuring the effective execution of the eCourt system implementation plan.
3. **Stakeholder Engagement and Communication:**
 - Skill in collaborating with legal experts, court officials, IT teams, and government agencies to address issues, refine system design, and ensure consensus.
4. **Risk Management and Problem-Solving:**
 - Competency in identifying and analyzing risks and obstacles, developing solutions to mitigate potential challenges, and ensuring smooth system implementation.
5. **Monitoring and Evaluation:**
 - Ability to establish and apply systems for tracking the eCourt system's effectiveness, performance, and compliance with agreed KPIs and reporting mechanisms.
6. **Training and Capacity Building:**
 - Experience in designing and conducting training programs and workshops to enhance the skills of field administration officials and other relevant stakeholders.
7. **Adaptability and Continuous Improvement:**
 - Ability to assess feedback, identify areas for system improvement, and proactively update the eCourt system to meet evolving technological and legal needs.
8. **Compliance and Legal Knowledge:**
 - Understanding of national laws and regulations regarding electronic records, digital evidence, and legal standards, ensuring the eCourt system operates in compliance with these requirements.

Deliverables and Timeframe:

The assignment will be for 12 months (Subject to the validity of the project). Completed task under each area and activity will be as follows:

Deliverables	Timeline
<ul style="list-style-type: none"> • Developed a sustainable eCourt system model integrated with existing legal frameworks and scalable for long-term use. 	12 Months (Subject to the validity of the project)



<ul style="list-style-type: none"> • Created a detailed implementation roadmap for the eCourt system, including clear activities, timelines, milestones, and resource allocation. • Conducted a comprehensive needs assessment to identify technical, operational, and infrastructure requirements across administrative levels. • Identified and mitigated potential risks, including technological challenges, data security concerns, and operational barriers. • Collaborated with legal experts, court officials, and IT teams to address integration challenges and refine the eCourt design. • Developed a monitoring and evaluation framework, establishing KPIs and reporting mechanisms for tracking ongoing impact. • Designed and implemented a training plan, delivering workshops and manuals to enhance capacity for field administration officials and stakeholders. • Established a technical support and troubleshooting mechanism for ongoing maintenance and user assistance. • Facilitated eCourt system integration with existing government infrastructure, including databases and document management systems. 	
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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 equal instalments on monthly basis upon completion of the above deliverables.

Requirements for Experience and Qualifications:

I. Academic Qualifications:

- Minimum Bachelor degree in any discipline from any reputed Public/ Private University.

II. Experience:

- At least 8 years' experience in Private/ Public organizations with Bachelors' degree.
- At least 6 years of work experience in Private/ Public organizations with Masters' degree.
- At least 4 years' experience as an executive magistrate/judiciary magistrate.

