Section 2. Terms of Reference

For
Selection of Individual Consultant

Job #	N/A
Job Title	**Sr. Consultant (National Portal)**
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 (Subject to project's validity period and 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 National Portal is a comprehensive web platform integrating all government websites of Bangladesh. Developed by a2i in collaboration with government stakeholders, the National Portal Framework represents an e-architecture designed to create harmonized public websites. This initiative has significantly reduced the time, cost, and effort for citizens in accessing government information and services. The portal consolidates information from all unions, upazilas, districts, and divisions across the country. Currently, it connects 32,906 government websites, 51,122 government offices, and over 5 million government officers virtually, serving as a one-stop destination for millions of citizens nationwide.

To ensure the continued effectiveness and proper implementation of the National Portal, Aspire to Innovate (a2i) programme seeks to recruit a **Sr. Consultant (National Portal)**. This role will entail directing, managing, and supervising the implementation of the National Portal to maintain its impact and efficiency.

Objectives of the assignment:

The overall objective of the assignment will be the following:

- Lead to develop implementation methodology and plan for implementing e-services including National Portal
- Co-ordination with the relevant government agencies to provide support for the implementation of National portal and relevant e-services
- Development and Implementation of Revenue Model for National Portal
- Establishing regular and sustainable monitoring mechanisms for e-services.
- Lead in developing a mechanism for updating Ministries, Directorates, and field level portals
- Coordinate to develop training and workshop plan regarding sensitization of Ministries and field offices for the efficient management of the portals

- Lead to integrate national portal with other a2i initiatives

Supervision and Performance Evaluation:

The **Sr. Consultant (National Portal)** will be working with the National Portal team of Aspire to Innovate Programme. A performance evaluation will be conducted by Project Authority, a2i. After 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:

- Develop a detailed implementation methodology for e-services and the National Portal, including workflows, timelines, and milestones, ensuring alignment with government policies and citizen needs.
- Conduct stakeholder consultations and workshops to gather requirements and refine the plan for e-service deployment and National Portal implementation.
- Establish a coordination mechanism with relevant government agencies to identify challenges, provide technical support, and ensure smooth execution of the National Portal and e-services.
- Design and implement a Revenue Model for the National Portal, including cost analysis, funding options, and sustainability strategies, in collaboration with stakeholders.
- Develop monitoring tools and frameworks for e-services, incorporating key performance indicators (KPIs) to track effectiveness, usage, and areas for improvement.
- Set up a system to regularly review and update content and functionality of portals at Ministries, Directorates, and field-level offices to maintain accuracy and relevance.
- Facilitate capacity-building initiatives by developing training modules and organizing workshops to equip government officials with the skills required for efficient portal management.
- Conduct needs assessments and gap analyses to customize training programs for different levels of government offices involved in portal management.
- Oversee the technical and functional integration of the National Portal with other a2i initiatives.
- Develop comprehensive documentation and guidelines for the integration process to ensure consistency and scalability for future enhancements.
- Provide strategic leadership and advisory support throughout the implementation phases, ensuring alignment with national priorities and international best practices.
- Foster collaboration among government agencies, development partners, and private sector stakeholders to promote innovation and adoption of e-services.

Required Competencies:

Technical Competencies

1. **E-Governance and Digital Platform Development:**
   - In-depth understanding of e-governance frameworks, principles, and global best practices.
   - Experience in designing and implementing large-scale digital platforms and portals.
2. **Project Planning and Implementation:**
   - Expertise in project planning, workflow development, and milestone tracking for digital transformation initiatives.
   - Familiarity with monitoring and evaluation (M&E) frameworks to track performance and recommend improvements.
3. **Policy Advocacy and Stakeholder Engagement:**
   - Ability to collaborate with government agencies and stakeholders, ensuring alignment with national priorities.
   - Experience in drafting policy briefs and advocating for institutionalizing digital platforms.
4. **Capacity Building and Training:**
   - Competence in designing and delivering training programs tailored for government officials and field offices.

o   Proficiency in creating workshops and capacity-building tools for portal management.
5. **Revenue and Sustainability Planning:**
   o   Knowledge of financial modeling and developing sustainable revenue models for digital platforms.
   o   Experience in conducting cost-benefit analyses to support strategic decision-making.
6. **Innovation and Emerging Technologies:**
   o   Familiarity with emerging technologies like AI, blockchain, and IoT, and their application in public service delivery.
   o   Ability to identify opportunities for innovation to enhance e-service efficiency and accessibility.
7. **Technical Writing and Documentation:**
   o   Proficiency in preparing detailed implementation guidelines, manuals, and documentation.
   o   Experience in creating technical reports and process documentation for large-scale projects.

Functional Competencies

1. **Strategic Leadership and Vision:**
   o   Ability to provide clear direction and strategic oversight for complex, multi-stakeholder projects.
   o   Capacity to align project objectives with national goals and institutional priorities.
2. **Problem-Solving and Decision-Making:**
   o   Strong analytical skills to identify challenges, propose solutions, and make informed decisions.
   o   Ability to adapt to dynamic situations and resolve issues in a timely manner.
3. **Communication and Advocacy:**
   o   Excellent written and verbal communication skills for engaging diverse audiences, including senior officials and technical teams.
   o   Ability to advocate effectively for policy changes and institutional adoption of initiatives.
4. **Collaboration and Stakeholder Engagement:**
   o   Proficiency in building and maintaining relationships with government agencies, development partners, and private sector stakeholders.
   o   Strong facilitation skills to foster collaboration and consensus among diverse groups.
5. **Results-Oriented Approach:**
   o   Focus on achieving measurable outcomes, ensuring timely delivery of tasks and objectives.
   o   Ability to prioritize tasks and allocate resources efficiently to meet deadlines.
6. **Knowledge Sharing and Capacity Building:**
   o   Committed to supporting knowledge transfer through clear, accessible guidelines and training sessions.
   o   Proficient in fostering a learning environment by providing resources and insights into effective documentation practices.
7. **Policy Understanding and Application:**
   o   Knowledge of public administration and government protocols to navigate policy and regulatory frameworks.
   o   Capacity to translate policy objectives into actionable strategies and work plans.

Deliverables and Timeframe:

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

Deliverables	Timeline
• Developed and approved the implementation methodology for e-services and the National Portal, including workflows and milestones. • Conducted 05 stakeholder consultations and workshops to refine the implementation plan and gathered necessary requirements. • Established coordination mechanisms with government agencies and provided progress reports on activities and resolutions. • Designed and implemented the Revenue Model for the National Portal, including cost analysis and sustainability plans. • Developed and operationalized a monitoring framework for e-services, including KPIs and reporting tools. • Delivered training modules, conducted workshops for government officials, and completed needs assessments for customized training. • Integrated the National Portal with a2i initiatives, submitting detailed reports on the integration process. • Provided strategic advisory reports ensuring alignment with national priorities and best practices.	12 Months (Subject to project's validity period)

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 12 years' experience in Private/ Public organizations with Bachelors' degree.
- At least 10 years of work experience in Private/ Public organizations with Masters' degree.
- At least 5 years' experience in project management/ e-service implementation/ portal management/ portal design and development.