Terms of Reference
For
Selection of Individual Consultant

Job #	N/A
Job Title	**Consultant (Technology Support Expert)**
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: 4 months (Subject to the date of joining and project duration. 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:

E-Governance is the public sector's use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective. The Knowledge Base of Innovative E-government Practices requires Innovative e-government solutions, services and applications. To bring transparency, dynamism in the administrative process and also to improve the efficiency, Bangladesh government has already launched several e government solutions. For evaluation and monitoring the performance and activities of govt. offices and officer's, each level of offices from Union to ministry prepare and submit reports to present their progress to the higher authority. At each level of administrative hierarchy, the reports are collected and consolidated and finally consolidated at ministry/division level for further proceedings. To increase the efficiency of this regular process in terms of time, money and to reduce the complexity, an initiative has been taken to develop an Online Report Management system. However, e-Nothi is a nationwide GoB document filing, handling and management system. Currently this System is being used by 5000+ Government offices for 70000+ users from Ministry to Upazilla level office across the Bangladesh. There can have different improvement requests, change requests and information demand as post-implementation user requirements in addition to the regular maintenance of this product. Therefore, Aspire to Innovate Programme will recruit a Technical Support Expert who will provide to carry out the activities.

Aspire to Innovate (a2i) Programme is looking for a **Consultant (Technology Support Expert)** who will ensure the smooth functioning of technical infrastructure, providing IT support, and overseeing the development and enhancement of a2i's digital platforms.

Objectives of the assignment:

- Provide level-1 technical support for all a2i product and services.
- Support ticket platform managing & handling.
- Perform IT asset & inventory management.
- Support, coordination and maintenance of server system engineering.
- Build, manage and configure cloud server environment.

Supervision and Performance Evaluation:

The **Consultant (Technology Support Expert)** will be working with the Technology 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:

- Provide level-1 technical support for all a2i products and services, addressing user issues through a ticketing platform.
- Manage and handle support tickets to ensure timely resolution and escalation where needed.
- Perform server system engineering tasks to ensure system reliability.
- Configure and maintain the cloud server environment for RMS and Nothi systems.
- Assist in the analysis, design, and development of the Beta Version of RMS with the following modules:
    - Report Configuration.
    - Report Template Design.
- Coordinate with stakeholders for the pilot testing of the RMS system in one selected ministry.
- Begin defining the future scope of the RMS as a data platform (e.g., integration with OGD, SDG, etc.).
- Assist in designing the new architecture for the Nothi application (Version-II) with a focus on system integration and personalization.
- Provide technical support to the domain experts in transforming one prioritized service into an e-service.
- Supervise critical areas of coding and provide technical guidance to software engineers.
- Ensure adherence to technical standards and quality during software development.
- Prepare initial drafts of technical documentation (e.g., SRS, URS) for RMS and Nothi systems.
- Begin developing a training manual for RMS modules completed during this period.

Relevant Competencies:

Technical Competencies:

- Expertise in IT service management, including ticketing systems and IT asset management.
- Proficiency in cloud server configuration and maintenance.
- Knowledge of software development life cycle (SDLC) and technical documentation preparation.
- Experience in system integration, debugging, and server system engineering.
- Familiarity with e-governance platforms, particularly online report management systems (RMS) and e-Nothi.

Functional Competencies:

- Strong problem-solving skills for addressing technical issues in digital platforms.

- Ability to work in multidisciplinary teams and provide technical guidance to software engineers.
- Excellent communication skills for coordinating with stakeholders and domain experts.
- Organizational skills for managing technical documentation and training manuals.
- Ability to work under pressure and meet tight deadlines.

Deliverables and Timeframe:

The assignment will be for 4 months (Subject to the date of joining and project duration). Completed tasks under each area and activity will be as follows:

Deliverables	Timeline
- Weekly reports summarizing support ticket resolution and system maintenance activities. - Report Configuration and Template Design Modules completed and functional. - Draft SRS for the RMS system modules. - Coordination with stakeholders for the pilot of RMS in one selected ministry, with a brief pilot report summarizing findings and feedback. - Documented future scope of the RMS as a data platform. - Draft technical specifications and initial architecture for Nothi Version-II. - Transformation of one prioritized service into an e-service with documented progress and outcomes. - Draft training manual for completed RMS modules. - Consolidated report summarizing progress on all tasks and deliverables.	4 Months (Subject to the date of joining and project duration)

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 Computer Science/Computer Engineering/Information Systems/ any other relevant subject from any reputed university.

Experience:

- At least 8 years' work experience in national/international organization
- At least 4 years' experience in technical domain.