

**Terms of Reference  
For  
Selection of Individual Consultant**

<b>Job #</b>	N/A
<b>Job Title</b>	<b>Jr. Consultant (National Portal)</b>
<b>No. of position</b>	<b>1</b>
<b>Location</b>	Dhaka, Bangladesh
<b>Appointment</b>	Local Hire
<b>Job Posted</b>	TBA
<b>Closing Date</b>	TBA
<b>Language</b>	Bangla [Essential]; English [Essential]
<b>Appointment Type</b>	Time-Based. Duration: 9 months (Subject to the date of joining and duration 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:**

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 **Jr. Consultant (National Portal)** who will be responsible to provide domain, technical and operational guidelines on the implementation of National Portal and Job Portal, Report Portal, PMS, NFIS Tracker, Education Cluster portals in the addition of National Portal Framework platform and implement different layer of modules for the mentioned systems.

**Objectives of the assignment:**

The overall objective of the assignment will be the following:

- Assist concern Consultant and give Support to develop implementation methodology and plan for implementing National Portal.

- To help consultant Coordinate with the relevant government agencies to provide implementation support for e-services.
- Discharge his/her duties monitoring mechanism for e-services.
- Assist concern consultant to monitor dashboards and evaluate the quality of services to be provided at field administration.
- Assist National Portal team to conduct training and workshop plan regarding sensitization, system development and implementation.

### **Supervision and Performance Evaluation:**

The **Jr. Consultant (National Portal)** will be working with the National Portal team of Aspire to Innovate (a2i) Programme. A performance evaluation will be conducted by the project authority of 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:**

- Advance development and implementation of Job Portal, Portal Management System (PMS), National Financial Inclusion Strategy (NFIS) Tracker, Education Cluster's modules based on requirement in the addition to National Portal Framework (NPF).
- Deliver domain and operational guidance to the system's users for implementing Job Portal, PMS, NFIS Tracker, Report Portal, Education Cluster to enhance the National Portal Framework.
- Advance development and implementation of Mobile Apps of Portal Management System (PMS), Job Portal, e-Directory to make the apps user friendly.
- Contribute in development and implementation of National Portal new version (National Portal Framework) to make it more user friendly & citizen centric.
- Development of Contents for the new version of National Portal (National Portal Framework) based on the instructions of consultant to make it service oriented.
- Monitoring advance development lifecycle of the systems on the requirements of the systems.
- Capacity development of the systems' users designated for the implementation regarding the use and maintenance of the systems.
- Development of necessary user guidelines and video tutorials for Job Portal, NFIS Tracker, PMS, Education Cluster and other clusters to be published for various GoB officials, educational institutes, private contractors and all other users.
- Assist concern Consultant and coordinate with the relevant government offices to implementation National Portal at local administration.
- Develop and establish regular and sustainable monitoring mechanism for Job Portal, PMS, NFIS Tracker, Report Portal, Education Cluster and all other clusters.
- Arrange training and workshop for Ministries, Directorates, Divisions, Districts and other field offices for the efficient management of the portals.
- Prepare ToR, MoU, contract papers, budgets for different software development based on user and citizen requirements considering local-global emerging technologies.
- Provide support to develop implementation methodology and plan for implementing National Portal at Ministries, Directorates, Division, District, Upazila and Union level according to the guideline of consultant.

- Develop monitoring dashboards and reporting system to ensure quality of services to evaluate the quality of services to be provided at field administration.
- Contribute in User Acceptance Testing (UAT), Testing and Fixing and all kinds of systems checking to make the systems user friendly & citizen centric.
- Provide sensitization training and workshop for Ministries, Directorates and field administration for the effective management of the portals.

**Deliverables and Timeframe:**

The assignment will be for 9 months (Subject to the date of joining and duration of the project). Completed task under each area and activity will be as follows:

Deliverables	Timeline
<ul style="list-style-type: none"> <li>• Developed Job Portal, Portal Management System (PMS), National Financial Inclusion Strategy (NFIS) Tracker, Education Cluster’s modules based on requirement in the addition to National Portal Framework (NPF).</li> <li>• Developed Mobile Apps of Portal Management System (PMS), Job Portal, e-Directory to make the apps user approachable.</li> <li>• Providing domain and operational guidance to the system’s users for implementing Job Portal, PMS, NFIS Tracker, Report Portal, Education Cluster to enhance the National Portal Framework.</li> <li>• Subsidized in development and implementation of National Portal new version (National Portal Framework) to make it more user friendly &amp; citizen centric.</li> <li>• Developed Contents for the new version of National Portal (National Portal Framework) based on the instructions of consultant to make it service oriented.</li> <li>• Arranged 7 workshop on Job Portal, PMS, NFIS Tracker, Report Portal, Education Cluster for the efficient development of the systems.</li> <li>• Arranged 10 training on Job Portal, PMS, NFIS Tracker, Report Portal, Education Cluster to make more user friendly &amp; citizen centric.</li> <li>• Developed user manuals and video tutorials for Job Portal, NFIS Tracker, PMS, Education Cluster to be published for various GoB officials, educational institutes and private contractors.</li> <li>• Developed and established regular and sustainable monitoring mechanism for Job Portal, PMS, NFIS Tracker, Report Portal, Education Cluster.</li> <li>• Prepared ToR, MoU, contract papers, budgets for different software development based on user and citizen requirements considering local-global emerging technologies.</li> <li>• Arranged 2 workshop and 3 training for National Portal Framework for effective management.</li> </ul>	<p style="text-align: center;">9 months (Subject to the date of joining and duration of the project)</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 Jr. Consultant (National Portal) will be paid equal instalments on monthly basis upon completion of the above deliverables.

**Requirements for Experience and Qualifications:**

**I. Academic Qualifications:**

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

**II. Experience:**

- At least 4 years' experience in Private/ Public organizations.
- Minimum 2 years' experience in project management/ e-service implementation/ portal management/ portal design and development.