

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

Job #	N/A
Job Title	Jr. Consultant (Partner & Field Coordination)
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: 10 months (Subject to the date of joining and project duration. Further extension is subject to the performance of the incumbent and availability of funds)

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 line with the above objectives, over the years, a2i has developed digital solutions to accelerate and strengthen protocols of public services and created many digital platforms to cater to the needs of citizens in a rapidly evolving development context. It is believed that these efforts would support the government in instilling innovation and building up the necessary institutional mechanisms so that efforts already made would be incentivized and scaled up to bring sustainable impact. Aspire to innovate (a2i) programme of the Government of Bangladesh, in partnership with the Local Government Division, has set up digital centres. Located in the lowest tier of government administration offices such as Union Parishad, Pourashava and at the City Corporations' Ward councillors' office, these centres are one-stop access points for obtaining private and public services. It is a huge task for a2i programme to coordinate with different Ministries, Government Departments, and Financial Service Providers for ensuring one stop service deliver point and managing the over 17000+ Entrepreneurs from a single platform as well as provide technical/non-technical support on regular basis for proper materialization of this system. In addition to that, a2i has to provide continuous support/ suggestion for implementation Expatriate help desk, skills center and agent banking services through digital center network.

To Established Expatriate help desk, skills center and agent banking & eksheba uddokta platform, a2i need to assign a dedicate Jr. Consultant (Partner & Field Coordination).

'Aspire to Innovate (a2i) Programme' is looking for a **Jr. Consultant (Partner & Field Coordination)** who will provide support in achieving its research and analysis goals, contributing to the organization's mission, and enhancing its organizational capabilities as well as assist in establishing and enhancing Digital center based Expatriate Help Desk, Skills Center, CMSME point, Agent Banking and expansion of village digital booth as well as maintain external and internal communication with stakeholders.

Objectives of the assignment:

The overall objective of the assignment will be the following:

- Support to analyze the existing system and finalize requirements for P2G electronic payment system (e-challan).
- Identify priorities services to introduce e-challan system for digital payments and prepare a priority services list for scaleup.
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- Support to hire technical firm to develop the e-challan system and coordination for smooth operation.
- Support to ensure development and instalment of e-challan system
- Establishment of Digital Center based Expatriate Help Desk, CMSME point and Skills center.
- Support to develop partnership with relevant Ministries, Financial Service provider and other governments organizations to introduce Agent banking in all the digital centers for ensuring financial inclusion.
- Assist to design and conduct training and workshop for capacity development of relevant government agencies.
- Develop promotional logistics and ensure online and offline promotion of team products.

Supervision and Performance Evaluation:

The **Jr. Consultants (Partner & Field Coordination)** will be working with the Digital Center 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:

- 1. Design, develop & expansion of e-challan platform for Government collection and payment**
 - Analysis the existing system for P2G payment
 - Finalize the requirement for P2G electronic payment system (e-challan system)
 - Identify priorities services to introduce e-challan system for digital payments
 - Prepare expansion plan for the implementation of e-challan for relevant Ministries and departments.
 - Support to hire technical firm to develop and scaleup the e-challan system.
- 2. Partnership & Coordination with different Ministries, Government departments and financial services providers**
 - Create partnership with different Ministries, Government departments and financial service providers and banks for smooth expansion of e-challan system and eksheba uddokta platform.
 - Provide policy advocacy, transfer of knowledge and technology support to the CGA office and other stakeholders.
 - Familiarize relevant government agencies about electronic payments for government fees and other collection
- 3. Ensure countrywide implementation of eksheba uddokta platform, Expatriate Help Desk and Skills Center.**
 - Coordinate with relevant government agencies, financial services providers and other relevant stakeholder.
 - Provide assistance and necessary implementation support for all digital center entrepreneurs for smooth service delivery at the citizens door steps through eksheba uddokta platform.

- Ensure countrywide implementation of eksheba digital center (Sub center of Digital center).
- Establishment of Skills center, Expatriate help Desk & Agent banking point in all the digital center.

4. Design and Organize Nationwide e-service campaign, training, workshop and seminars for relevant stakeholder

- Design and organize capacity development training, technical session, inception workshop and field plan for relevant stakeholders
- Conduct training, workshop and seminars for relevant stakeholder including government agencies, financial services providers, digital center entrepreneurs, etc.
- Organize monthlong e-service campaign in each year and ensure promotional support for digital center.

5. Administrative and logistical support for different programmes and team initiatives.

- Ensure administrative support in the preparation of DFS & Digital access team programme, work plans, budgets and GRP Management.
- Undertake all logistical, administrative and financial arrangements for organization for meetings, workshops, events, and field visit;
- Create requisitions in GRP for team projects; register good receipts in GRP.

Required Competencies:

Technical Competencies:

- Knowledge of digital payment systems, particularly P2G (Person-to-Government) electronic payment systems.
- Experience in analyzing and finalizing requirements for digital platforms.
- Familiarity with government service delivery mechanisms and digital transformation initiatives.
- Proficiency in coordinating with multiple stakeholders, including government ministries, financial service providers, and private organizations.
- Understanding of financial inclusion initiatives, particularly in the context of agent banking and digital centers.

Functional Competencies:

- Strong project coordination and implementation skills.
- Ability to design and conduct training programs and workshops for capacity development.
- Excellent communication and interpersonal skills for stakeholder engagement.
- Problem-solving skills to address challenges in service delivery and implementation.
- Ability to work in a multidisciplinary team and manage multiple tasks simultaneously.

Deliverables and Timeframe:

The assignment will be for 10 months (Subject to the date of joining and project duration). Completed task under each area and activity will be as follows:

Deliverables	Timeline
<ul style="list-style-type: none"> • Prepare a report on the analysis of the existing system and finalize requirement for P2G electronic payment system (e-challan). • Identify priorities services to introduce e-challan system for digital payments and prepare a priority services list for scaleup. 	10 Months (Subject to the date of joining and project duration)

<ul style="list-style-type: none"> • Prepare plan for the implementation of e-challan for relevant Ministries and Departments. • Develop partnership with relevant Ministries, Financial Service provider and other governments organizations to introduce e-challan for government payments • Design and conduct training and workshop for capacity development of relevant government agencies. • Established 80 Skill center for citizens initiatives. • Established 800 Digital center-based Expatriate Help desk points for aspiring migrants' communities. • Ensure 1200 New Agent Banking points in Digital center for ensuring financial inclusion. • Establishment of 3500 specialized eksheba digital center for service delivery to the citizens door step. • Design and conduct training/ workshop for Digital Center entrepreneur for implementing e-challan from Digital Center • Ensure partnership with different government or non-government sectors, financial services providers, with banks and other relevant stakeholders. 	
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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 (Partner & Field Coordination) 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 of experience in public/ private organizations.
- At least 2 years' experience in project coordination/ implementation.