

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

Job #	N/A
Job Title	Sr. Consultant (Service Process Simplification)
No. of Positiosn	1
Location	Dhaka, Bangladesh
Appointment	Local Hire
Job Posted	TBA
Closing Date	TBA
Language	Bangla [Essential]; English [Essential]
Appointment Type	Time-Based. Duration: 8 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:

Service Process Simplification (SPS) refers to reviewing and updating the current service delivery procedures and protocols of a government office or organization by the citizen charter to simplify them and make them more user-friendly. SPS involves fundamental rethinking to reduce time, costs, and the number of visits required (TCV) while improving the quality of services and ensuring citizen satisfaction. A2i has simplified over 1072 public services implemented by over 340 government offices. SPS focuses on substantially reducing time, cost, visits, steps, and document processing for the services. Therefore, SPS has become a core initiative in implementing e-Governance in Bangladesh. Data is vital in improving public service delivery and governance in Bangladesh. A2i is keen on establishing a culture of informed, evidence-based decision-making. A2i supports the government in ensuring more citizen-centric public service by evaluating the services from the lens of TCV. Moreover, various data platforms like SDG Tracker, Open Government Data Portal, etc., foster evidence-based decision-making and transparency within the government. A2i also supports the government through dynamic data analytics and visualization for SPS.

‘Aspire to Innovate (a2i) Programme’ is looking for a **Sr. Consultant (Service Process Simplification)** who will provide domain knowledge and guidelines on the implementation of Service Process Simplification. He/She will also facilitate data innovation, data analytics, data visualization and data-driven decision-making across the government to simplify the services and inclusive development.

Objectives of the assignment:

The overall objective of the assignment will be the following:

- Prepare strategy plan for implementation of SPS in Govt. offices.
- Providing methodological support to Government organizations for the purpose of simplification (SPS) of manual/ digital services.
- Standardization of Manual/ Digital Service Process Simplification Methodology
- Lead to institutionalize Manual/ Digital Service Process Simplification Process to all the Government Organizations
- Preparation of training materials and training plans for officials as Resource Persons on SPS who will be able to carry out training programs and methodological improvement on SPS.
- Design and develop train up materials for field-level officials on SPS.
- Plan and ensure capacity development of Government organizations on SPS.
- Provide technical consultation on platforms, data management, data standard, and practices
- Conduct data-related assessments & evaluation, TCV studies for project activities
- Coordinate with government agencies and provide strategic support in building capacity of the govt. officials on SPS
- Facilitate national and international partnerships for SPS data analytics and visualization

Supervision and Performance Evaluation:

The **Sr. Consultants (Service Process Simplification)** will be working with the **Service Process Simplification** team of Aspire to Innovate (a2i) Programme. A performance evaluation will be conducted by the project authority of a2i. After 8 months of the contract period, further continuation of the contract will depend upon the satisfactory performance and availability of funds.

Scope of work, Duties and Responsibilities:

- Lead the coordination with relevant government offices to implement SPS
- Consult with government officials to develop a strategy plan to implement SPS in government offices.
- Develop a strategy plan for implementation of SPS in Govt. offices.
- Identify the challenges and way forward for the simplification (SPS) of manual/ digital services.
- Develop the SPS methodology.
- Consult with relevant agencies to institutionalize the SPS process and ensure its implementation.
- Develop training materials for officials as Resource Persons on SPS.
- Conduct SPS impact analysis to ensure customer satisfaction.
- Ensure accelerated support for SPS and implementation for the concerned organizations and authorities.
- Coordinate the organization of SPS workshops and training.
- Provide necessary support and consultation towards ministries, divisions, directorates, districts, and field offices for the efficient management of the Service Process Simplification
- Provide technical support in SPS data analytics and visualization.
- Provide technical guidance for developing methodology and tools for data collection against different need-based studies, TCV assessment, and data initiatives
- Provide guidance to develop relevant visualization and finalize report for the SPS project

- Organize capacity development activities for the govt. officials on SPS data management
- Keep close communication with all government agencies to identify capacity gaps for SPS.
- Provide solutions to the gaps by arranging time-to-time training and consultation.
- Maintain partnerships with existing partners and utilize the partners in bringing innovation to SPS
- Keep close communication with the partners and work collectively for effective SPS and data management.

Technical competencies-

- Expertise in service process simplification
- Knowledge of innovation
- Experience in working within the government structure
- Understand the value of citizen's satisfaction in public service
- Proficiency in statistical analysis software.
- Expertise in spreadsheet software.
- Familiarity with data visualization tools to create meaningful charts and graphs.
- Ability to work with various digital platforms and systems.
- Understanding of data management principles and best practices.

Functional Competencies-

- Ability to identify and define problems, collect relevant data, and analyze information to develop solutions.
- Capacity to think critically, challenge assumptions, and draw logical conclusions.
- Skill in evaluating existing processes, identifying areas for improvement, and designing new, more efficient methods.
- Understanding of workflow optimization and streamlining techniques.
- Ability to communicate complex technical information clearly and concisely to both technical and non-technical audiences.
- Skill in working effectively with cross-functional teams to gather information, implement changes, and achieve common goals.
- Ability to plan, organize, and manage projects related to process improvement and data analysis.
- Skill in setting priorities, managing timelines, and tracking progress.

Deliverables and Timeframe:

The assignment will be for 8 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"> • Developed a strategy plan for implementation of SPS in Govt. offices. • Designed and implemented the proposed SPS method • Identified the challenges and way forward for the simplification (SPS) of manual/ digital services • Organized a consultation workshop with relevant agencies to institutionalize the SPS process and ensure its implementation 	<p>8 months (Subject to the date of joining and project duration)</p>

<ul style="list-style-type: none"> • Developed training materials for officials as Resource Persons on SPS. • Conducted SPS impact analysis to ensure customer satisfaction. • Conducted TCV assessment on the SPS • Organized 5 workshops and training sessions for the data providers and data approvers • Developed 5 data analytics for visualizing SPS data • Developed partnership with 2 agencies for effective SPS process 	
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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 Sr. Consultant (Service Process Simplification) 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 12 years' experience in national/international organizations with Bachelor's degree.
- At least 10 years of work experience working in Private/Public sector with Master's degree.
- At least 5 years' relevant experience with field administration.