

Terms of Reference for Procuring External Business Analysis Consultant

ICTA/GOSL/CON/IC/2016/118

1. Introduction

Government of Sri Lanka has proposed for a centralized structure to manage all welfare and safety net programs in Sri Lanka aiming to facilitate the implementation of a fully integrated and an automated system to manage household transfers, including rationalization of costs for the absolutely needy who are associated with all welfare and safety net programs. This is further empowered by the vision of the government to achieve a digitally inclusive society in Sri Lanka by bringing about digital commerce to facilitate governments, businesses and citizens to be able to perform digital commerce and financial transactions with efficiency, ease and at a reduced cost.

Therefore with the proposed Household Transfer Management (HTM) project the government intends to address the current concerns with regard to proper management of government funds associated with government beneficiary programs, and in the process, facilitate the implementation of national digital infrastructure. Along the way the objectives are set to improve efficiency, authenticity and security of all online transactions and drive the country towards cashless society by facilitating National Payment Platform (NPP) and National Digital Identity (NDI). Further the implementations has been targeted to improve the efficiency of services delivered from local government authorities by enabling E Local Government initiative.

2. Background

In line with the establishment of the 'Centralized Household Transfer System' for the social safety net programs in the country and supplying of national ICT requirements along with other eGovernment initiatives, ICTA is currently working on a range of projects coming under different scope levels and schedules which are ultimately based on the above HTM Project.

In catering to these different requirements that are in almost equal priority stages, it has been identified that a clear understanding of each individual system needs to be obtained and documented strictly and carefully. Further it is a critical requirement to follow a formal mechanism to all such analysis and the documentation work as the stakeholders are different from a project to

another. Hence, it has been recognized that obtaining services from a business analyst as an urgent requirement to be fulfilled in line with the HTM project.

Further the service of same professional shall be required and hence will be utilized to the other projects that are planned to be carried out by ICTA, where the concept baseline is similar in nature to the HTM project.

3. Objective of the Assignment

To obtain services from an external individual consultant for a period of 4 months, to carry out business analysis related activities, in relation to HTM and other linked projects.

4. Scope of Services, Tasks (Components) to be carried out and Expected Deliverables

- 4.1 Obtain a broad understanding over the HTM project, related projects to HTM and the overall vision of the ICTA
- 4.2 Obtain a clear view of ICTA digital infrastructure initiative and utilize the knowhow for all projects
- 4.3 Understanding and capturing business models, operating methodologies on detail
- 4.4 System requirement elicitation & Business process modelling
- 4.5 Documenting user stories and use cases
- 4.6 Liaising directly with key stakeholders of the projects to understand and convey expectations accurately
- 4.7 Ensure accuracy & high level attention to detail when completing all tasks
- 4.8 The consultant is required to carry out different BA related assignments under different projects. At the time of the allocation of each assignment, both ICTA and the consultant will agree the deliverables (artifact) and timeline for each task based on the nature of the assignment.
- 4.9 Attend to review meetings with all stakeholders and provide feedback
- 4.10 Maintain list of requirements and submit weekly status updates
- 4.11 Formulate related documentations, presentations specific to each assignment that are mentioned below but not limited to;
 - a. Stakeholder Analysis Specification
 - b. Business Analysis Plan
 - c. Business Requirement Specification
 - d. Business Case
 - e. Solution Scope
 - f. Functional Specification
 - g. None Functional Specification
 - h. Wireframes and Other Visual Documentation
 - i. Any other reports / presentations identified as required by the consultant or ICTA
- 4.12 Consultant is required to sign a Non-Disclosure Agreement (NDA) where applicable

5. Qualification Requirements for the consultant (and any other requirements which will be used for evaluating the consultant)

- a) A Local consultant having over 6 years software industry experience and at least 4 years' experience as functioning IT Business Analyst/ Consultant role
- b) Experience in consulting medium to large scale software projects in public/ private organizations
- c) Experience in business analysis, consulting, facilitation of workshops, documentation and solution design
- d) Have attention to detail and the ability to prioritize and manage multiple tasks
- e) Excellent team player and a diplomatic communicator with solid interpersonal and communication skills
- f) Excellent analytical and logical thinking
- g) An excellent standard of written and spoken in both Sinhala and English
- h) Good understanding of software estimation techniques would be an added advantage
- i) Bachelor's degree in information technology, computer science or possess an equivalent qualification
- j) Professional Business Analyst certification or having an MBA would be an added advantage

6. Deliverable timeline

The total duration of the assignments is for 4 months. The Consultant will be given multiple assignments during the contract period.

Following artefacts are required to be submitted for each assignment.

Deliverables	Payment Method
Successful acceptance of the following of each project assignment	Hourly rate as agreed in the contract
1. Time sheets for each assignment	
2. Agreed artifacts for each assignment	

7. Services and Facilities Provided by ICTA

- 7.1. Provide relevant documents applicable to e-Government policy of Sri Lanka / HTM
- 7.2. Technical documents of respective services.
- 7.3. Arrange meeting with project team and stakeholders

8. Review Committees and Review Procedures

All deliverables will be reviewed by the team appointed by ICTA.