

## **Brief Scope of Service**

### **Economic Analysis of the Cross Government Digital Document Management System ICTA/GOSL/CON/CQS/2016/67**

#### **1. Introduction**

Many governments across the world today have implemented Digital Document Management Systems (DDMS) for enhancing the efficiency and effectiveness of delivered by the government organizations. The DDMS supports governments to improve the work process, searching documents/ governmental records, document storage and retrieval, auditing, workflow facilities and reducing cost due to minimum use of paper and other resources. In addition, government organizations can provide, easier and faster access to information and services and also to improve productivity and citizen satisfaction through effective implementation of DDMS. Further, the DDMS provides better security measures in government document processing and transaction processes and improve accountability and transparency which are preconditions in effective service delivery process.

As part of the National digitization program, ICTA commenced implementation of cross government Digital Document Management System, with the aim of improving productivity, efficiency and effectiveness of the government organizations. Initially, the project will be implemented only in 20 selected government organizations in pilot basis and subsequently scope of the project will be enhanced targeting many other government organizations to implement the system based on the lessons learned from the pilot implementation.

The expected outcomes/ benefits are improved efficiency across the organization mainly through reducing storage space, paper cost, manual transactions of documents and enhancing the document security. The system will also contribute to enhance collaboration among government organizations and citizens

In order to measure achievement of development results of projects, ICTA implements a comprehensive result based monitoring and evaluation system. As an integral part of the M&E system ICTA undertakes projects specific pre and post evaluation/ assessments, for measuring outcomes/ effects of the interventions

The study/assessment focus on carrying out economic analysis through gathering divers of data in changing behaviour of key stakeholders/beneficiaries, changes in organizational performances and financial and economic benefits received by individuals and the organizations.

#### **2. Objective of the Assignment**

To produce an analytical report comparing the cost of existing paper based document management system with potential benefits (economic as well as financial) of the proposed cross government digital document management system.

#### Specific Objectives:

1. To ascertain the organizational level paper and other related cost incurred under the existing paper based manual system.
2. To assess the potential economic benefits for the government organizations through implementing CGDDMS.
3. To provide a detailed costs and benefit analysis of the planned project intervention
4. To understand the perceptions, knowledge, skills and readiness of relevant organizational staff in the in adopting of electronic digital document management system
5. To Identify the possible challenges and risks that can affect the project performance and advise on appropriate risk mitigation methods and undertake appropriate corrective actions.

### **3. Scope of the study and task to be carried out**

The economic analysis has been planned under six key functional areas to be carried out by the consultants as (1) Design the framework for the economic analysis , (2) identify and categorize relevant variables (cost and benefits) (3) develop data collection instruments (4) conduct field operations (5) analyse collected data, and (6) interpretation of data and drafting the report.

The consultancy firm is expected to propose a comprehensive study design including data collection methodology and tools with proper justification. The consultant should, discuss and present appropriate sampling approach to select a representative sample for the study. Based on the data collected the consultant is expected to produce comprehensive analytical report including forward looking recommendations for future improvements.

### **4. Consultancy Firm and the Team Qualifications**

The consultancy firm is free to propose the number and structure of experts appropriate to the proposed study design and approach. However the key consultant team should include the 1) Team Leader/Study Manager/Economist, 2) Economist/Financial Economist, 3) Evaluation Designing and Planning 4) Expert, Statistician /Data Analyst

The consultancy team should be able to facilitate and conduct the study including data analysis and report writing within the limited timeframe meeting expected quality standards of ICTA. A description of an appropriate team structure, team collaboration arrangements and project management functions must be provided at the proposal submission stage.

### **5. Timeframe**

The assignment is expected to be completed within twelve (12) weeks.