

Information and Communication Technology Agency (ICTA) of Sri Lanka

Summary of the Terms of Reference (ToR)

Audit/Evaluation of Lanka Government Network (LGN 1.0)

ICTA/GOSL/CON/QCBS/2016/165

1. Project Background

Lanka Government Network (LGN) 1.0 Project which aimed at providing necessary infrastructure to connect and facilitate information exchange between all government organizations was implemented under the 'e-Sri Lanka' initiative by Information and Communication Technology Agency (ICTA). The project implementation was carried out in three (3) stages over a period of six (6) years from 2007 to 2013. The expected key project outputs/deliverables include:

- A central hub to provide centrally managed internet, e mail and voice over IP (VOIP) services
- Appropriate basic computer hardware and networking facilities to government organizations
- Secure connectivity across the government organizations
- Centrally managed secure, trusted connection and virtual network
- Trained staff
- Help desk and technical support facilities

The project targeted 550 government organizations to be connected with 512 Kbps (minimum) guaranteed bandwidth alongside internal networking and basic ICT hardware. The stage I of the LGN Initiative which was implemented during the period of 2007 - 2010 was able to connect 325 government organizations. A Network Operations Centre (NOC), LGN Hub at SLT Internet Data Centre (iDC) and a LGN Helpdesk were also established during the Stage I. Another 151 organizations were added to this network during year 2009 and 2010 (Stage II). LGN 1.0 was further expanded to another 74 government organizations in year 2013 (Stage III).

2. Objectives of the Consultancy Assignment

1. To assess critical successes as well as areas for improvement for LGN 1.0 and identify actions points to be addressed during the next phase (LGN 2.0).
2. To gauge the status of LGN 1.0 in terms of availability, performance and usage of the infrastructure (hardware, software) and support services.
3. To determine current needs and system requirements from a user perspective.

Some of the aspects to cover under the planned study/audit include, but not limited to:

- Availability and performance of basic hardware (number , types)
- Status and relevance of technology
- Performance of software - information systems, applications
- Internet usage per site
- Bandwidth utilization per site
- VoIP usage
- Email usage (gov.lk)
- Level of security measures
- Inter-operability (common apps/platforms)
- Level of maintenance - internal network and hardware
- Status of SLA monitoring
- Condition and performance of existing hardware of LGN-NOC and HUB
- Availability of stock maintenance of hardware for desk site support
- Availability of resource allocation for LGII
- Availability and quality of help desk support

- Availability and quality of desk side support
- Availability of HR for LGII
- Availability and capacity of Site administrators and Site coordinators
- LGN user feedback
- Mapping of LGN user profiles (from high end to low end users) - frequency and types of usage, factors contributing to LGN usage (e.g. killer applications running on LGN)
- Assess basic ICT knowledge and capacity of users

3. Scope of Work and Methodology

The consultant is expected to propose an appropriate framework, methodology and tools for the audit/evaluation. The analysis methodology should consist of both quantitative and qualitative data collection and analysis approaches. The data collection methods shall include a user sample survey of LGN sites, site observations using checklists, face to face interviews with key informants, focus group discussion with users, review of NOC logs (LGII data) and review of project documents. A detailed description on the scope, methodology and sampling will be provided at the time of request for proposals.

4. Consultancy Team Qualifications

The consultancy firm is at the liberty to propose required number and structure of experts appropriate to the study design and approach. However, the key team members should consist of, 1) Team Leader/e-government Specialist 2) Evaluation Expert 3) IT/Network Engineer 4) Statistician/Data Analyst 5) Field Manager/ Coordinator.

The assigned team should be able to undertake the full study process including design, data collection, data analysis and report writing within the specified timeframe meeting expected quality standards.

The Consultant/Team should have:

- At least Bachelor's Degrees in related disciplines for the key team members from a recognized University ; advanced degree for the Team Leader
- A minimum of six (6) years direct experience in designing and carrying out Evaluations/ performance audits in the context of development programs/projects
- Demonstrated experience in undertaking national level studies/research/evaluations
- Familiarity with evaluation approaches, methodologies and tools
- Familiarity with statistical and qualitative data analysis tools
- Excellent verbal and written communication skills in English and local languages (Sinhala/Tamil)
- Excellent report writing skills in English
- Good understanding of e-government initiatives and other government led ICT for development (ICT4D) interventions
- Good facilitation skills and experience in working with government organizations

4. Timeframe

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