

Terms of Reference

Obtaining services from a Consultancy Firm to assist ICTA and TEC to procure a Service Provider for managing NDF Centres' staff ICTA/GOSL/CON/CQS/2016/161

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;

With the prospective Household Transfer Management System (HTM) ICTA envisioning to issue digital identities for every citizen through the establishment of 331 National Digital Facilitating (NDF) centers at Divisional Secretariat (DS) level and 29 NDF centers at District level, island wide which are supposed to be operated with the assistance of nearly 1800 enrolment and Management staff.

As the core component procurement of the HTM project is nearing its final stage of evaluation, the immediate recruitment of the aforesaid staff has been identified as crucial and it has been decided to procure a service provider to entrust the responsibilities of recruitments, managing and operationalizing the NDF centers and staff island-wide.

3. Concise statement of the objectives;

ICTA intends to procure and obtain the services of a consultancy firm in order to assist ICTA and the Technical Evaluation Committee with formulating the description of services along with the other aspects involved in the procurement for obtaining a service provider to entrust the responsibilities of recruitments and managing the NDF Centres' staff.

The consultant firm is required to carry out the requirement analysis, formulate the scope of service with the self-expertise, formulate evaluation criteria and engage/assist with ICTA and the Technical Evaluation Committee for procurement evaluations and other assigned tasks and involve in service inception phase with the selected service provider (Preparation and conducting presentations regarding the respective consultancy and provide required documentation at advisory level as well as in detail).

The assignment will be a maximum duration of 04 months which includes work of a period of 02 months respectively.

4. Scope of Work;

- 4.1 The consultant should review and understand the HTM project scope at the functional and technical levels
- 4.2 The consultant should analyze the scope of work expected from the service provider with respective to the assignment
- 4.3 The consultant should propose and document the scope and respective specifications regarding the assignment. Below components shall be covered within the assignment.
 - 4.3.1 Staffing, Capacity Building and Operations Management
 - 4.3.2 Citizen Data Enrollment & Service Delivery
 - 4.3.3 Enrollment Campaigns
 - 4.3.4 Support Services
 - 4.3.5 Management Reporting
- 4.4 The consultant should prepare and submit bid documents and any other document that will be used in the procurement process to select the service provider as required by Technical Evaluation Committee and ICTA.
- 4.5 The consultant should develop evaluation criteria and should provide advisory level support to Technical Evaluation Committee and ICTA as requested by ICTA
- 4.6 The consultant should ensure the procurement process is aligned in a way that the overall objective of the assignment is met and the most suitable service provider has been procured for managing the NDF Centers' staff and related service operationalization.
- 4.7 Key representatives of the selected consultant are required to be available as and when needed by the Technical Evaluation Committee and ICTA.

- 4.8 All staff of the consultant who are engaging with the assignment are required to sign a Non-Disclosure Agreement (NDA).
- 4.9 The consultant should engage in the service inception of the selected service provider, participate in meetings and prepare and conduct presentations as required
- 4.10 The consultant should maintain a work tracing system in frequent time intervals to ensure the work is in line to the schedule, which should be discussed and agreed upon service offer.
- 4.11 The consultant should work collaboratively with the Technical Evaluation Committee and ICTA throughout the tenure of the duration
- 4.12 Refer following Annexures which are part and parcel of the Terms of Reference.
Annex A – Brief of the assignment

5. Final outputs, Reporting Requirements, Time Schedule for Deliverables;

Project duration is **04 months** including a scope of work for a period of 02 months with requirement identification, planning and documenting, evaluations and work inception of the chosen service provider.

Consultancy firm is required to submit the following list of deliverables with respect to the assignment.

No	Deliverables	Phase
5.1	5.1.1 Schedule of work 5.1.2 Preparation of total bidding document (inclusive of below major components) i. Elaboration of Concept ii. Statement of Work iii. Specifications iv. Key Performance Indicators v. Service Level Agreement vi. Implementation Schedule	Requirement Identification + Procurement Initiation
5.2	5.2.1 Framework to monitor and control the service provider	Progression
5.3	5.3.1 Participation in pre-bid meeting and preparation of minutes 5.3.2 Preparation of addendums to the bid document (if needed) 5.3.3 Formulate clarifications to the service providers (if needed)	Pre-Bid Meeting
5.4	5.4.1 Preparation of evaluation criteria 5.4.2 Assisting Technical Evaluation Committee during the evaluation 5.4.3 Assisting the preparation of evaluation report to the technical evaluation committee	Evaluations
5.5	5.5.1 Presentation briefings as advised by ICTA to the selected service provider	Service Inception (service provider)

6. Services and Facilities Provided by ICTA

- 6.1 High level concept document with regards to the management of NDF Centres' staff
- 6.2 Required meeting arrangements

7. Review Committees and Review Procedures

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

References:

[1] e Government Policy Approved By Cabinet of Sri Lanka - <https://www.icta.lk/icta-assets/uploads/2016/03/eGov-Policy-structured-v4-0.pdf>

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