Terms of Reference

Procuring a consultancy firm to identify and shortlist most viable eServices and mobile applications for government organizations

ICTA-GOSL-CON-CQS-2017-03

1. Introduction;

To-date ICTA has implemented series of key projects with the intention of providing government services to citizens, in a friendly and an efficient manner by re-engineering and technologically empowering government service delivery to citizens. ICTA launched the first Government Transactional eService in December, 2009 by introducing the Online Revenue License Renewal facility through the Sri Lanka Country Portal. Since then ICTA has developed more than 50 eServices offered by approx. 23 government organizations.

Development of mobile applications is treated as a smarter extension of the eServices or a direct solution catering to the services of the government organizations. The mobile application for Train Schedules was the kick-off under this segment and at the moment, Government mobile portal (Android based) – hosted at Google Play under the prefix "ICTA" consist of several mobile apps with services offered by different government organizations.

2. Background;

With the increasing use of ICT within the country, rising ICT requirements of the government organizations and with the aim to position the county at a higher rank in the international e-Gov index, ICTA has increased the pace of eServices and the mobile application developments with a clear selection among many off-line services offered by the respective government organizations. Hence, ICTA intends to procure a consultancy firm to carryout identification, develop scope of work and prioritization of potential eServices and mobile applications for the respective government organizations, utilizing an appropriate information capturing mechanism.

3. Concise statement of the objectives;

ICTA intends to procure and obtain the services of a consultancy firm to identify and prioritize most viable eServices and mobile applications for government organizations with brief scope of work for each.
The consultant firm is required to identify potential eServices(inclusive of mobile applications as an add-on, where necessary) utilizing an appropriate information capturing mechanism, documentation, list and prioritize most viable eServices, based on the need of each government organization and the target group of citizens.
The estimated duration for the project is 4 months.

4. Scope of Work;

4.1   The consultancy firm should study and understand the overall objectives of ICTA over the eServices development project and the project limitations.

4.2   The consultancy firm should conduct meetings with ICTA and obtain an overall understanding on the existing eServices to identify the expected scope of work in detail.

4.3   The consultant should sketch the initial work plan inclusive of potential eServices survey, documentation and prioritization plans at the work inception

4.4   The consultancy firm should incorporate and present the strategic and customized implementation approach which the firm will be following to identify the actual eService requirements of potential government organizations along with the work plan

4.5   The consultant should research on and recognize a minimum of 200 eServices during the scope of the project

4.6   The consultancy firm should identify minimum 50 "key eServices"*, among the list of eServices identified during the project

* Prospective "key eServices" labeling criteria will be based on the probable project category (G2C, G2B, G2G), impact, budget, etc. and such will be determined and agreed by the consultancy firm and ICTA at the project inception stage

4.7   The consultancy firm should observe and document below areas under each potential "key eService" identified in point 4.6

4.7.1   Overview

4.7.2   Probable list of functionalities

4.7.3   Brief description under each function

4.7.4   Any high level dependencies (Internal/External)

4.7.5   Any associated high level risks (Internal/External) associated with the proposed online solution

4.7.6   Overall outcome of the eService to the chosen user group/s with an example case study where applicable

4.8   The consultancy firm should incorporate two phase work and reporting mechanism as requested by ICTA

4.9   The consultancy firm should document a priority list for prospective developments on the identified eServices under 4.7, with a phase wise categorization

4.10 The consultancy firm should clear-out and document the justification for the respective prioritization

4.11 The consultancy firm is required to utilize appropriate survey and study tools for the project, targeting most effective outcome through the project

4.12 The consultancy firm is expected to deploy adequate and relevant staff and the resource persons who are with suitable expertise to conduct workshops as a survey tool where necessary

4.13 All staff of the consultant who are engaging with the project are required to sign a Non-Disclosure Agreement (NDA) where applicable.

4.14 The consultancy firm should work along with ICTA throughout the project, discuss and incorporate all features to make the project a success.

4.15 The consultancy firm should handover all key project material (survey material, etc.) to ICTA after work finalization.

4.16 The consultancy firm is expected to work collaboratively with ICTA and government organizations throughout the tenure of the project duration.

4.17 The consultancy firm may participate for a knowledge sharing session with a team suggested by ICTA after the completion of the project.

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

Project duration is **4 months** including identifying potential eServices utilizing an appropriate information capturing mechanism, documentation for each potential eService and list and prioritize most viable eServices (inclusive of mobile applications as an add-on, where necessary) based on the need of each government organization and the target group of citizens.

Consultancy firm is required to submit the following list of deliverables during the different phases of the project.

No	Deliverables	Phase
5.1	Project proposal inclusive of below 5.1.1 Strategic and Customized approach for the project 5.1.2 Work plan 5.1.3 Prospective eService labeling criteria	Inception
Phase 01		
5.2	5.2.1 Survey/study executions	Progression
5.3	5.3.1 Potential list of eServices as described in point 4.7 (phase wise) 5.3.2 Priority list of eServices as described in point 4.9 (phase wise) with a justification for prioritization	Transition
5.4	5.4.1 Survey material submission	Closure
Phase 02		
5.5	5.5.1 Survey/study executions	Progression
5.6	5.6.1 Potential list of eServices as described in point 4.7 (phase wise) 5.6.2 Priority list of eServices as described in point 4.9 (phase wise) with a justification for prioritization	Transition
5.7	5.7.1 Survey material submission	Closure

6. Services and Facilities Provided by ICTA

6.1 Required meeting arrangements with government organizations

6.2 Workshop arrangements where necessary

7. Review Committees and Review Procedures

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

References:

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

- **END –**