

Terms of Reference

Procurement of Individual Consultant to Carryout QA Audits for eServices and Related eGovernment Projects ICTA/GOSL/CON/IC/2017/06

1. Introduction

Electronic Services (eServices) development is one of the key initiatives of ICTA which provides government services to citizens electronically through multiple delivery channels. Since 2009, ICTA has launched more than 50 eServices offered through approximately 23 government organizations.

While expanding the existing eServices base to another level, new set of eService development projects are planned to be started from January, 2017. Further a set of new eGovernment projects are also scheduled to be implemented targeting a more streamlined government system, utilizing ICT. Along with the said implementations, it has been identified that in meeting the precise requirements of each project, the artifacts needs to be reviewed through an independent party at technical planning and the quality assurance stages, ensuring a quality output.

2. Background

Lanka Gate was launched in 30th December 2009, along with the first e-Government transactional eService i.e. online issuance of Revenue License (e-RL). Since then ICTA has been working in collaboration with key government organizations and has launched nearly 50 eServices by now.

The success of the existing eServices has raised lot of interest among Government Organizations to implement eServices for their organizations as well. Since the Government Organizations do not have the capacity and knowledge to implement eGovernment solutions alone, they have expressed the interest to work in collaboration with ICTA to offer more eServices. Therefore, in addition to the existing eServices, ICTA intends to initiate new projects to implement more e-Services.

3. Objective(s) of the Assignment

ICTA intends to procure and obtain service from an Individual Consultant to carryout QA Audits for eServices and Related eGovernment Projects

The duration of the assignment is 10 months

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

- 4.1 Get a clear understanding about the eServices and eGov initiative and the stakeholder requirements and their expectations.
- 4.2 Study and understand the solution for e-Services and eGov.
- 4.3 Review and verify QA related documentation including QA plan and test cases.
- 4.4 Consultant is required to perform an ad-hoc testing and produce testing results, which are carried out during each assignment.
- 4.5 Attend review meetings and provide feedback on improvements and standards, communicate effectively on a business and quality level.
- 4.6 Adequately manage stakeholder expectations.
- 4.7 Adhere to all reporting requirements in accordance with ICTA project management processes.

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

- 5.1 The consultant should possess over 5 years industry experience with least 2 years' experience functioning as a Quality Assurance Lead in software development industry.
- 5.2 Strong knowledge of software testing processes, practices and test design techniques.
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- 5.4 Hands on experience in Java, PHP, JEE, Web Services (SOAP/REST), SOA, EAI based application testing environments.
- 5.5 Experience in Micro Services Architecture and container based application testing environments.
- 5.6 A solid practical understanding of Agile Software Testing and Software Engineering concepts.
- 5.7 Experience in software test automation and performance testing.
- 5.8 Bachelor's degree in information technology, computer science or possess an equivalent qualification
- 5.9 Having a Masters' degree is an added advantage
- 5.10 Excellent analytical and problem-solving skills.
- 5.11 Excellent team player with solid interpersonal and communication skills

6. Deliverables and Payment Schedule

The consultant should submit the respective management reports for the ICTA which is not limited to the below requested documents.

The duration of the assignment is 10 months, estimated no. of hours 450

Deliverables	Payment Method
1. Audit report 2. Time sheets	Hourly rate for QA Audit as agreed in the contract

7. Services and Facilities Provided by ICTA

- 7.1 Access to relevant staging environment and production environment
- 7.2 Access to ICTA Issue Tracking System
- 7.3 Functional and Technical documents of the solution

8. Review Committees and Review Procedures

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