# Terms of Reference

## International Consultant for training ICTA program staff on Monitoring and Evaluation and conducting a knowledge sharing session for DCS and TRC staff
## ICTA/SG2/GOSL/CON/IC/2017/004

### 1.0 Introduction:

Information and Communication Technology Agency of Sri Lanka (ICTA) is the single apex government institution, responsible for formulating policies and implementing projects towards digital development of the country. With an aim of fully leveraging the benefit of digital technologies in every sector of the country, ICTA commenced implementation of 'Digitizing the Economy' initiative in 2016. The initiative focuses on rapidly developing the country wide digital infrastructure and connectivity, transformation of the government service delivery process and empowering the citizens for enabling them to effectively use the benefits of digitization, irrespective of the geographical, knowledge and economic disparities.

To ensure the successful implementation and achievement of desired development results/ outcomes of the county digitizing effort, establishing strong collaboration with partner organizations is a precondition. Without having effective engagement, ownership and participation of stakeholders throughout the process from the project design to completion, achievement of expected results especially development outcomes cannot be guaranteed. However, in development projects, it is proven fact that stakeholders can be engaged in the development process, from project designing to evaluation stage, through establishing a participatory M&E system.

With an aim of measuring the results of digitization process, ICTA already established a comprehensive Results Based M&E system across all the projects and programs. As an integral part of this M&E system, ICTA projects require gathering diverse data with broad coverage first to establish baselines and then to measure outcomes and impact. The dedicated Monitoring and Evaluation (M&E) unit of ICTA leads the entire M&E process with the active participation of respective program staff. As part of the M&E process ICTA also promotes stakeholder engagement in every aspect of the projects and use participatory approaches in project design and measuring results.

Under the digitization program ICTA implements wide range of projects under different program components and ICTA program and project managers are involved in project design, proposal preparation and evaluation activities under each projects. ICTA believes that improved M&E related skills with ICTA program staff will help them to effectively manage the development results of the projects that they are managing. With this understanding ICTA M&E unit is planning to conduct tailor made M&E related capacity building workshops targeting ICTA program staff engaged in implementing the digitization process.

To measure the overall progress of digitization and government service delivery process, development agencies and government across the world are using various international benchmark indexes. For this purpose NRI, ITU index and e Government Development index are some of the commonly used indexes

in Sri Lanka and for computing these composite indexes official statistics are provided by the government organizations such as Department of Census and Statistics and Telecommunication Regulatory Authority of Sri Lanka.

The Sri Lanka country position/rank in terms of the level of digital development is measured mainly through above mentioned composite indices and for computing these indices data are collected provided to the responsible international agencies by the Telecommunications Regulatory Commission (TRC) and Department of Census and Statistics (DCS). To ensure proper reflection of the country image comparing with other countries, it is crucial that the data should be collected against all the core internationally comparable indicators with proper frequencies, requited quality and reliability. In some occasions, to ensure proper measurements and developing in-depth understanding of the situation, collection of qualitative data is also essential. Therefore, as an apex ICT development Agency belongs to the government ICTA has a clear mandate to develop common understanding and to build knowledge and skills with the relevant key stakeholders on the immerging aspects and proper measurement of the digitization process

## 2.0 Objectives of the Training

1. To enhance the M&E related skills of ICTA Program Managers and Project Managers for enabling them to better design and manage digitization related projects.
2. To conduct a knowledge sharing session for DCS and TRC staff engaged in collection and analysis of ICT related data; with focus on the digitization process implemented by ICTA (how to collect internationally comparable data with required level of reliability and quality, basic concepts of M&E  to be able to effectively measure outputs as well as outcomes of digitization process)

## 2.1 Specific objectives

Conduct three (3) workshops as follows

1. *2 day training workshop for ICTA staff on advance monitoring and evaluation concepts and applications including complexity in evaluation, stakeholder engagement, development of M&E tools*

This is a two day training on monitoring and evaluation for ICTA staff. The objective of the training is for helping them better design, implement and monitor their projects based on requirements of ICTA projects. The ICTA will nominate participants from each division to attend the training.

2. *2 day training program for ICTA staff on Logical Framework approach/(LFA)/ Goal Oriented Project Planning (GOPP)*

LFAs are used by ICTA program staff in designing projects and implementing M&E. At the beginning of year 2016, they have developed over 50 project specific LFAs with the support of the M&E team. Under the digitizing process in regular basis ICTA program staff is required to engage in developing LFAs for new projects as well as further improving the existing LFAs. Therefore there is huge demand for conducting training programs for LFA by giving special attention on ICT development/ digitization related projects.

3. *1 day Knowledge sharing session for DCS and TRC staff involved in collection and analysis of ICT related data*

Through this session the participants should be able to properly understand the indicators required to measure the results of digitization process. Also participants should be sensitized on the key international bench marking indices such as Network Readiness index, e-Government Development

Index and ITU index etc. The participants should be adequately convinced about their responsibility of ensuring quality and reliability and rigorousness of data that they are sending to the international agencies

### 3.0 Scope of the assignment and task to be carried out:

ICTA intends to hire an International consultant for conducting the workshops and the consultant is expected to design and carry out a tailor made training workshops. All training workshops are expected to be carried out in 2017. Trainer is expected to suggest possible dates in the response.

### 3.1 Time Frame and Venue

1) M&E workshop – 2 days residential
2) LFA/GOPP workshop- 2 days residential
3) DCS and TRC workshop – 1 day non-residential
For workshops the venue will be provided by ICTA

### 3.2 Desired Workshop Methodology

The aim of this workshop is to expose participants to the range of methodologies and techniques that can help turn the delivery of M&E training into participatory, high-impact and memorable learning experience. Emphasis is on applying active and learner centered methodologies such as brainstorming sessions, group exercises and simulations to reinforce learning. The workshop will be highly participatory and practical oriented, focusing on techniques, tools and tips. Participatory approach and dynamic role play will be applied during training sessions to ensure the success of the workshop.

Design Interactive Exercises - Design a range of realistic interactive exercises, including "hands-on" practice of skills, to support course content and objectives.

### 3.3 Materials to be used:

Visual aids (PowerPoint, video, others); Printed materials (workshop book, handbooks, manuals, handouts); Exercise materials, ZOPP/ colour cards, ZOPP/pin boards (ICTA will provide the materials in consultation with the Training consultant)

### 3.4 Tasks and Obligations of the Consultant

- Act as Lead Facilitator for the Course
- Ensure that administrative norms such as schedules, breaks, timeliness etc are understood and adhered to;
- Coordinate day-to-day activities of the workshop, including briefing, supporting and coordinating other workshop resource persons and facilitators;
- Facilitate and run various exercises relating to the subject material;
- Facilitate and lead group discussions related to the workshop material;
- Establish and maintain a learning atmosphere characterized by intellectual inquiry and openness, mutual respect and fun;
- As necessary, and in cooperation with ICTA staff, liaise with venue staff to ensure appropriate standards of facilities and troubleshoot minor problems;

- Facilitate a final session designed to evaluate participant learning in the course, and/or collect participant evaluation input relating to the course.

## 3.5 ICTA will be responsible for the following:

- Identification of overall planning factors (dates, locations and facilitators) needed at the earliest stage possible;
- Determining overall course objectives (in consultation with the training consultant)
- Determining and coordinate workshop participation;
- Providing overall coordination and liaison among resource persons, partners and service providers
- Identifying suitable facilities for conducting the workshops (in consultation with the contractor).
- Specific timing and venue of each workshop will be determined in consultation with the training consultant at the earliest stage possible.
- Making payments for meeting facilities- the selected training consultant will not be responsible for payments to hotels and other training venues.

Facilitation and production of materials will be in English.

ICTA reserves the right to cancel the proposed workshop; in this event the contractor will be apprised as early as possible.

## 4.0 Trainer's Profile

Trainer should be a practitioner with strong training background, either from local, national, regional, or international non-governmental organizations, or free lancers working in the field of evaluation training

### 4.1 Minimum qualification and competencies required

- Masters degree or higher educational qualification in a relevant field of study
- Strong technical knowledge of Evaluation [at least 10 years of experience in evaluation]
- Work experience with implementation of evaluations
- Work experience with implementation of evaluation training
- Excellent Analytical and research skills in quantitative and qualitative techniques
- Excellent communication and facilitation skills in English is required
- Excellent writing skills in English is required
- Ability to effectively manage a large group of people with different levels of knowledge
- Ability to easily adapt to different cultural contexts

**5.0 Deliverables and payment schedule**

|  | Tasks | Time Frame | Payment Schedule |
|---|---|---|---|
| 1 | Inception Report which should include workshop and agenda, training methodology, tools and materials to be used, evaluation criteria to be used, presentation material to be used including PowerPoint slides, audio-visual aids and lesson plans/lecture notes | Before the workshop | 40% |
| 2 | Timesheets related to workshops conducted by the Training Consultant | Just after completion of the workshops | 45% |
| 3 | Submit an evaluation report upon completion of each workshop - The report should analyze and assess participant evaluations; identify problem areas and make suggestions for improvement; assess the workshop's overall success in meeting objectives; and recommendations for improvements | Submitted within 15 days following conclusion of the workshops | 15% |