

Terms of Reference
for
Business Process Re-engineering Consultant to Re-validate
Requirements of e-Local Government Phase II System Development

ICTA/SG2/GOSL/CON/IC/2018/001

1. Background

ICTA in collaboration with the Ministry of Provincial Councils, Local Government and Sports conceptualized, designed and developed the eLocal Government (eLG) solution which is implemented in 3 pilot sites, currently it is being rolled out in 80 sites and the product is being maintained by a product vendor at the moment.

ICTA now intends to develop the additional components to the existing eLG solution. For this purpose, ICTA aims to select a BPR Consultant who is expected to study the existing eLG product and re-validating the requirements of additional components for the e-LG solution for Local Authorities as an extension to the eLG product.

ICTA intends to obtain the services of the BPR Consultant for eLG product on the basis on an external consultant for a period of 06 months, with an effort estimated in man dates to be of two (2) months.

As part of the Business Process Reengineering (BPR) initiative undertaken for eLocal Government initiative the activities carried out by the Local Authorities, were segregated in to five processes and were streamlined in to sections A,B,C, D & E. Process A consist of services which are considered as Regular revenue collection (eg Assessment, Trade Tax etc) processes, whilst under Process B services which are utilized by individual citizens have been identified as application based processes (Issuing of Certificates and Licenses).

This is the eLG product-I which, is operational in the pilot sites and are being replicated in another 80 sites at the moment.

The components yet to be designed are namely process C,D & E, out of which Process C would cover services which are deemed as regular services to the public (eg services schedule management, managing of feedback received from citizens, action plan management and post feedback reviews, initiate modifications to plans etc.), Process D would consider any form of complaint /objection management processes (eg Information to be made available on different mediums, Query follow up, knowledge information system management, integrate the automatic update for GIS system etc.) & Process E would capture & update related land information under the GIS system (e.g. capture land related information, maintain different layers of information for GIS System, provide access to other stakeholders e.g. Valuation department, etc.).

2. Objective

To revalidate the existing BPR report and System Requirement Definition through having series of meetings and discussions with all the stakeholders including selected Local Authorities around the country, Solution Design Consultant, Product vendor, Configuration vendors and ICTA officials and produce updated reports to develop the balance components (C, D & E) and revamp the existing components (A & B).

3. Scope of Services, Tasks (Components) to be, carried out

- a. The BPR Consultant should study the existing BPR report, System Requirement Definition and the other relevant documents such as the ordinance of Local Authorities, etc.
- b. The BPR Consultant is required to have series of meetings and discussions with following stakeholders and revalidate the requirements of balance components (C, D & E) to be developed as well as the already developed components (A&B).
 - i. The officials of 35 Local Authorities proposed by ICTA.
 - ii. The Solution Design Consultant
 - iii. The Product vendor who developed the first two components (A&B)
 - iv. Configuration vendors who configuring the first two components (A&B) at selected Local Authorities around the country
 - v. National Coordinator of eLG project from ministry of provincial councils and local government
 - vi. ICTA officials.
- c. The BPR Consultant is required to provide detailed documentation to develop the balance components (C, D & E) and revamp the existing components (A & B) of the system.
- d. The BPR Consultant is required to be available as a reference point for the system development team, once development commences for a period of 4 months on part time basis once the system development team has completed the onboarding process.
- e. The BPR Consultant would be required to provide a list of activities / task completed with the time utilization as part of the payment requirement for the assignment on a monthly basis, the activities would need to be in line with the deliverables mentioned as part of the requirements of the assignment.

4. Deliverables

The following are the proposed high level deliverables expected from this individual consultancy assignment. The details would be shared with the shortlisted Individual consultants for this procurement.

Duration of the assignment is two (2) months. Consultant should also provide four (4) months support service after the sign off.

No	Deliverables	Due Date (from the Commencement Date)	Payment
1	Draft BPR document	4 th week	40%
2	Final BPR document	8 th week	60%

5. Preferable Qualification Requirements for BPR Consultant

It is preferred the professional meet all the requirements stipulated in this document as per the table given below.

Key Expert	Qualifications	Experience
BPR Consultant	Degree from a Recognized University + Post Graduate Qualifications in Process re-engineering or similar sphere	15 + Years of experience in Business and Government Process Re-engineering initiatives. Experience in Local Government re-engineering process in Sri Lanka is an added advantage.

6. Client's input:

ICTA will coordinate the interactions between BPR Consultant and the end client

7. Review procedure to monitor consultants work:

The project will be monitored and managed by ICTA and recommendations and other artifacts relevant to the project would be ratified by a committee appointed by ICTA.

{FORMAT FOR} CURRICULUM VITAE (CV)

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{NOTES SHOWN IN BRACKETS { } IN ITALIC SHOULD NOT APPEAR ON THE FINAL DOCUMENT TO BE SUBMITTED}

Position /Title	
Name of Consultant:	<i>{Insert full name}</i>
Date of Birth:	<i>{day/month/year}</i>
Country of Citizenship/Residence	
Contact address	
Contact number	
Email address	

Education qualifications:

Institution (Date from – Date to):	Degree(s) or Diploma(s) obtained:

Language skills (1 = excellent; 5 = basic):

Language	Reading	Speaking	Writing
	mother tongue		

Membership of professional bodies:

- 1.
- 2.

Consultancy experience (Experience as a consultant in consultancy assignments/ Experience as a key consultant in assignments of similar magnitude/ Experience as a consultant in assignments of similar nature):

{Please list all the related assignments engaged, Contract amounts and location of the assignments, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment/consultancies that are not relevant to the assignment do not need to be included.}

Period	Assignments engaged	Country	Summary of activities performed relevant to the Assignment <i>{Adequate details shall be provided to evaluate the involvement}</i>
<i>{e.g., May 2012-present}</i>			
<i>{e.g., From Jan 2010 to May 2012}</i>			

Provide brief description on the following:

- i. The core experience (eg: Business Process Reengineering, Government Process reengineering, etc.)
- ii. Previous project experience & Qualification of the field of the assignment
- iii. Experience in working with Local Government sector in Sri Lanka
- iv. General qualifications of BPR Consultant (educational/professional/relevant experience/any other)
- v. Experience in working with government IT projects.

Expected remuneration and other charges: (Should be completed by the consultant)

Cost Component	Lump sum (LKR)
Business Process Re-engineering Consultant to Re-validate Requirements of e-Local Government Phase II System Development	

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client.

{Day/Month/ Year}

Name of Consultant

Signature

Date