**Terms of Reference for Individual Consultant for Implementation of Cross Government Video conferencing System**

COUNTRY: Sri Lanka

IMPLEMENTING AGENCY: ICTA

NAME OF THE PROJECT: Cross Government Video Conferencing System

SECTOR: Information and Communications Technology (ICT)

CONTRACT TYPE: Individual Consultancy Contract

DURATION OF ASSIGNMENT: One Year

DUTY STATION: ICTA Colombo

CONTRACT REFERENCE NO: CERC/LK/ICTA/222459/CS/INDV

Deadline for receiving application: 3pm 19th April 2021

Based on the WHO’s global Pandemic declaration and the widespread impacts of COVID-19, the Government of Sri Lanka requested the World Bank’s assistance to activate the Contingent Emergency Response Components (CERC) for a total amount of US$56 million to mitigate the impacts of the pandemic in Sri Lanka. Under the CERC, activities to facilitate Government for a Home-based Work Platform will be implemented by the Information and Communication Technology Agency (ICTA), in coordination with the Ministry of Finance and other relevant ministries. ICTA is implementing the following activities under the CERC:

* Government wide video conferencing facility
* Digital document management system
* Cross government email and collaboration solutions
* Expansion of Lanka Government Cloud and establishment of disaster recovery site

The government of Sri Lanka (GoSL) has recognized the critical role of Digitization and how it could bring immediate benefits to the nation in terms of reducing cost, increasing efficiency of government service and increasing the ease of access to citizen centric services. In addition to improve the reach and responsiveness of public services, reduce transaction cost and make government transparent and accountable.

With the government’s vision of a Citizen Centric Digital Government and the National Digital Development agenda, it is mandatory to equip government institutions with digital solutions and government officials at all levels with the appropriate skills and capabilities to embrace the results of Digital Government Transformation. Development of infrastructure is key and the government officials are considered as the most important and crucial aspect in Digital Government Transformation. Hence, it is essential to uplift the level of competencies of government officials to make the government move towards this paradigm shift.

The Ministers, Secretaries and senior officials who are involved in the strategic decision making process require frequent travel between Government institutions to hold meetings. Therefore, it is important that Ministries and Government Institutions are adequately provisioned with Video Conferencing facilities to hold and conduct meetings instead of them travelling to meeting locations by spending money and valuable time which they can use for other productive initiatives. The Video Conferring facility at the Ministries and key Government Intuitions will reduce costs, improve efficiency, help with faster decision making and save time to serve the Citizens better and faster.

In this phase of the project, it is planned to equip 100 government organizations for video conferencing by providing necessary endpoint video conferencing equipment**.**

The idea of the proposed solution is to fully utilize existing ICT infrastructure facilities and should be agnostic from hardware appliances and it’s important to note that installing core system on government cloud and installing hardware appliances at respective organizations is essential. Moreover, the system is open standard and is not limited to specific product or brand. The system will allow users to conduct video conferences without any limitation of Software and hardware.

ICTA intends to apply part of the proceeds to hire a qualified individual national consultant to support the implementation of a cross-government video conferencing system.

**Purpose and Scope of Assignment**

Individual Consultants are responsible for managing operations and administration of this proposed video conferencing system. The main objective of this assignment is to coordinate and ensure that the implementation of the video conferencing system is done effectively & efficiently and should support to sustain the project in order to achieve the desired outcomes during the post implementation. They should also ensure that the beneficiaries as well as stakeholders are well involved in all project activities.

**Duties and Responsibilities**

The Individual Consultant should:

* Ensure the effective and flexible coordination and implementation of the video conferencing project
* Ensure that the beneficiaries are actively engaged with the project;

More specifically, the Individual Consultant should:

* Ensure coordination between beneficiaries, vendor, all stakeholders and ICTA in implementing the project;
* Supervise and monitor the activities conducted by the vendor, stakeholders and report to ICTA.
* Coordinate timely implementation of all aspects of the project with particular emphasis on specific activities described in the Cross Government Video Conferencing project document
* Perform and execute video conferencing project continuation activities
* Conduct site visits: pre-installation and post installation and submit regular feedback to improve the performance
* Provide required coordination between vendor and beneficiary organizations and report on a timely basis required corrective action without delay.
* Process and maintain documentation
* Perform other duties as may be assigned to him/her
* Monitoring performance and report on a timely basis
* Liaise with the M&E team and provide required data generated through implementation of project activities
* In consultation with stakeholders measure the quality of outputs

**Required Outputs**

* Facilitate establishment of video conferencing facilities at 100 government organizations – timely completion of the targets, report with reasons for not meeting milestones with appropriate corrective actions
* Weekly project progress reports,
* Monthly project progress reports
* Provide data to the Monitoring and evaluation team
* Improved engagement of stakeholders

**Liaison and Reporting Requirements**

The selected consultant will report directly to the Project Manager and will work closely with head of government organizations, beneficiaries, vendors and other related stakeholders. At the end of the contract he/she will submit a final report on work undertaken which will include recommendations for future work necessary to strengthen project activity reform.

**Monitoring and progress measurements**

Relevant Monitoring templates will be given by ICTA. The consultant is expected to fill all these documents on time and submit to ICTA.

**Qualifications of the consultant**

* A Bachelor’s Degree in ICT, Digital solutions, Computer Hardware & Networking or equivalent qualifications related to the field from recognized university/institution
* Minimum 2 years of experience in ICT related project managing, coordination and implementation.
* Sound knowledge on Network Communications, software and hardware appliances
* Knowledge on video and audio-conferencing tools: software and hardware would be an added advantage
* Strong leadership capabilities and a demonstrated record of successful leadership of multi-disciplinary environment
* Good knowledge of spoken and written English will be an added advantage
* Good ICT skills and familiarity with trending Digital Technologies

**Key Competencies**

* Good communication (verbal and written) and strong interpersonal skills and ability to work in a team.
* Be results oriented and able to meet strict timelines for outputs
* Be able and willing to travel and work in remote areas in challenging circumstance
* Be a self-motivated, versatile and adaptable to different cultures and people
* Good working knowledge of MS Office applications (Word, Excel, PPP), email/internet, and social media is highly desirable.
* Experience in providing assistance and support in evaluation and performance monitoring.
* Documentation and Reporting
* Conducting training and presentation

**Contract Arrangements**

* The assignment period will be for 12 months
* Payment will be made on a monthly basis and consultants must submit the relevant defined reports on time to ICTA.
* ICTA will arrange transport for the Official travel to government organizations for the purpose of project activities.
* Expenses toward accommodation and incidentals will be reimbursed by the ICTA as per the thresholds specified in the contract.