

Terms of Reference for Individual Consultants to coordinate and facilitate adoption, capacity building and change management of organizations engaged in eMail, cross Gov Video conferencing and Forms.gov.lk

COUNTRY : Sri Lanka

IMPLEMENTING AGENCY : Information and Communication Technology Agency of Sri Lanka (ICTA)

NAME OF THE PROJECT : Contingent Emergency Response Component for ICTA reflected in the Climate Smart Irrigated Agriculture Project -P163742

SECTOR : Information and Communications Technology (ICT)

CONTRACT TYPE : Individual Consultancy Contract

DURATION OF ASSIGNMENT: One Year

DUTY STATION : ICTA, Colombo 03.

CONTRACT REFERENCE NO: LK-ICTA-241517-CS-INDV

DEADLINE FOR RECEIVING APPLICATION: **1500 hrs on August 16th, 2021**

Introduction

The Information and Communication Technology Agency (ICTA) of Sri Lanka is the apex ICT institution of the Government. In terms of the Information and Communication Technology Act No. 27 of 2003, (ICT Act) as amended by Act No. 33 of 2008, ICTA has been mandated to take all necessary measures to implement the Government's Policy and Action Plan in relation to ICT. In terms of Section 6 of the ICT Act,

ICTA is required to assist the Cabinet of Ministers in the formulation of the National Policy on ICT and provide all information necessary for its formulation. ICTA, is a wholly owned institution by the Government of Sri Lanka, which was formulated and operationalized to implement the e-Sri Lanka Development Project funded by the World Bank from 2004 to 2011. Through the e-Sri Lanka Development Project, ICT was to be used to develop the economy of Sri Lanka, reduce poverty and improve the quality of life of the people of Sri Lanka. However, due to the significant progress made in the nation and its society by ICTA, the Government understood its significance and need for ICTA's permanent existence, the sunset clause of ICT Act of 2003 has been amended in 2008.

Currently ICTA is a high level entity for providing National Level Guidance and Co-ordination for National Priorities including providing efficient and citizen centric services with the simplification of market processes and state mechanism; expanding Digital Governance using Information Technology as a knowledge exchange tool; establishment of international e-commerce and e-payment systems and designing new laws and organizational frameworks Data Protection, Cyber Security and Intellectual Property Rights.

With this strong governance setup, ICTA is a group of experienced professionals with public sector, private sector, non-government and academic backgrounds, who come together as Managers, Consultants and Experts to help the nation foster its growth where it is required through ICT enablement. ICTA is a dynamic set of specialized Programme and Project Managers, Architects and Technical Experts, Cross Cultural Professionals, Evaluation experts and Shared Services Professionals who are self-motivated and satisfied leaders of ICTA who are proud to say that we change lives of Sri Lanka.

Background

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
- Forms.gov.lk initiative
- 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. The Government's Digital Transformation examines digital technology's ability to fundamentally transform the way the public sector operates and delivers services to citizens and offers strategies for government leaders to accelerate the rate of their progress. Governments at all levels are undergoing digital transformation in order to deliver government services and programs more efficiently, transparently, and cost-effectively. The, digital government transformation has become critical for meeting the expectations of modern citizens.

Government Digital transformation in Sri Lanka is expected to make a significant transformation of national development through a series of development initiatives which fully leverage the changes and opportunities of a blend of digital technologies and their accelerating impact across government. ICTA consider government digital transformation should consider cultural shift, adoption and capacity building as key transformation aspects. This will be facilitated with multiple digital transformation projects which are being compiled through a consultative and participatory process with relevant stakeholders and experts.

ICTA plan to employ Individual Consultant to engage and facilitate initiatives focused on adoption, capacity building and change management under CERC projects.

Purpose and Scope of Assignment

Individual Consultant is required to engage and facilitate initiatives focused on adoption, capacity building and change management under CERC projects as follows:

- Government wide video conferencing facility (Up to 100 Government Organizations)
- Cross government email and collaboration solutions (Up to 100,000 Government Officers)
- Forms.gov.lk initiative (Up to 10 Government Organizations)

The main objective of this assignment is to empower and build required capacities among public sector employees to make them positive and competent 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 would:

- Engage in coordination and facilitation of specific activities towards effective adoption, capacity building and change management of the organizations and government officers
- Facilitate and work with organization level change management teams
- Work with adoption team and relevant partner organizations on required interventions related to adoption
- Ensure that the beneficiaries are actively engaged with the assignment

More specifically, the Individual Consultant would:

- Ensure coordination between beneficiaries, project management teams, vendors, all stakeholders and ICTA in adoption related efforts
- Facilitate to build Competent Resources who are capable to drive above mentioned CERC initiatives in their respective organizations
- Ensure the cultural transformation to minimize the resistance within organizations to implement CERC initiatives

Required Outputs

- Coordinate LST (Leadership, Support and Technology) teams for all selected organizations
- Coordinate Capacity Building Workshops and ToT Programmes (Conducted by ICTA)
- Organize Stakeholder consultation programmes
- Provide data to the Monitoring and evaluation team
- Coordinate Adoption and change management workshops for LST teams
- Coordinate Pre awareness programmes focusing overall idea on government go digital and personal development
- Engagement Activities on Technology Adoption to encourage employees of selected organizations
- Coordinate Post Technical Adoption workshops
- Improved engagement of stakeholders

Liaison and Reporting Requirements

The selected consultant will report directly to the relevant director and other designated officer and will work closely with Project Managers of CERC Projects, heads of government organizations, beneficiaries, vendors and other related Stakeholders.

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. 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.

Qualifications of the consultant

- Bachelor's Degree in ICT or Project Management or related discipline from a recognized university
- At least 5 years of experience in government ICT / digital transformation related project managing, coordination and implementation
- Sound knowledge on adults training, capacity building and change management
- Strong leadership capabilities and a demonstrated record of successful leadership of multi-disciplinary environment
- Good knowledge of spoken and written English and Sinhala or Tamil
- 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 able to address large audiences with different caliber
- 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, and PowerPoint), email/internet, and social media is highly desirable.
- Experience in providing assistance and support in evaluation and performance monitoring.
- Excellent PR Skills and good analytical skills

Experience on the following fields will be added advantage,

- Documentation and Reporting
- Conducting training and presentations
- Video conferencing tools and software, Email applications and eGov services

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 and get them approved by the ICTA.
- ICTA will arrange transport for the official travel for the purpose of assignment activities.