



**Democratic Socialist Republic of Sri Lanka**  
**Information and Communication Technology**  
**Agency of Sri Lanka**

**Expression of Interest (EOI)**

for

**Hiring A Technical Writer To Develop Publication Ready Documents For Key Capacity  
Building Initiatives**

**IFQ NO: ICTA/GOSL/CON/IC/2021/05**

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Purchaser: **Information and Communication Technology Agency of Sri Lanka**  
Project: **Capacity Building**  
Contract title: **Hiring A Technical Writer To Develop Publication Ready Documents For Key  
Capacity Building Initiatives**  
Country: **Democratic Socialist Republic of Sri Lanka**  
RFB No: **ICTA/GOSL/CON/IC/2021/05**

Issued on: **November 01, 2021**

**Terms of Reference**  
**Information and Communication Technology Agency of Sri Lanka**

**Hiring a Technical Writer To Develop Publication Ready Documents  
For Key Capacity Building Initiatives**

**ICTA/GOSL/CON/IC/2021/05**

**1. Background**

The Information and Communication Technology Agency of Sri Lanka (ICTA) is the mandated agency to strategize and drive the digital transformation of the country. As an integral part of that agenda, ICTA implements digital solutions to dispense citizen services, while reskilling and upskilling the government officials to improve their digital literacy, proficiency and etiquette. The whole-of-government approach adopted in the digital transformation is expected to catalyze a significant cultural shift within the public sector in the next three (3) years. As a result, the government processes and procedures will evolve substantially within a citizen centric, digitally driven and outcome oriented framework.

In order to fulfill a key role in the above agenda, ICTA wishes to obtain the services of an experienced consultant as a technical writer. He or she needs to document the related artifacts and develop all necessary documentation to the highest professional standards, for publication with approval of ICTA.

**2. Objective of this Assignment**

ICTA intends to engage a Technical Writer for a period of 6 months to produce high-quality user-oriented documentation for internal and external use.

**3. Tasks (Components) to be carried out**

3.1 Study existing documentations, model and approach.

3.2 Communicate with Director, Senior Manager and Manager Capacity Building and gather required details to produce documents requested by ICTA.

3.3 Consultant shall carry out the following activities, but not limited to:

3.3..1 Digital Maturity Model

3.3..1.1 Digital Maturity Model documentation & presentation

3.3..1.2 Digital Maturity Model Assessment Toolkit

3.3..1.3 Digital Maturity Model Adoption guidelines document

3.3..2 Digital Transformation Unit

3.3..2.1 Digital Transformation Unit documentation & presentation

3.3..2.2 Digital Transformation Unit Adoption guidelines document

### 3.3.3 Digital Government competency framework

3.3.3.1 Digital Government Competency Framework documentation & presentation

3.3.3.2 Digital Government Competency Framework Adoption Guidelines document

3.3.3.3 NextGenGov initiative booklet

### 3.3.4 Document the Capacity Building approach and prepare the roadmap document

3.3.4.1 Capacity Building Roadmap document consists of three major areas

3.3.4.2 Coffee Table Book

3.4 Should acquire a deep understanding of the services to translate complex information into simple, polished, and engaging content. The documentation should be comprehensive and meet organizational standards.

3.5 Writing should be reader-friendly, meet the needs of the target audience.

3.6 Enhance the content with improvements on the readability and understandability.

3.7 Make high-quality documentation that meets standards, is appropriate, and easy to use.

**Note – The copyrights of all the artifacts and the contents produced under this assignment shall belong to ICTA.**

## 4.0 Document submission requirements

- Submission of the Table of Contents (ToC) and document structure
- Draft amended version – first working document
- Draft complete document – with reviews incorporated (1<sup>st</sup> review)
- Amended review comments
- Final, completed documents

## 5.0 Minimum Qualification for the Technical Writer

Key Professional Staff	Academic Qualifications	Experience (Years)	Experience
Technical Writer	B. Sc. or equivalent	3+ years	<ul style="list-style-type: none"><li>- Bachelor's degree in Information Technology or equivalent qualification related to the field from a recognized university / institution.</li><li>- 3 years+ industry experience as an effective technical writer or in a similar role.</li><li>- Previous experience in writing documentation and procedural materials for multiple audiences.</li><li>- Superior written and verbal communication skills, with a keen eye for detail.</li></ul>

			<ul style="list-style-type: none"> <li>- Creative skills and usage of photographs, drawings, diagrams, animation, and charts that increase users' understanding.</li> <li>- Knowledge of Microsoft Office.</li> <li>- Experience in writing SRS &amp; preparation of reports will be an added advantage.</li> <li>- Experience on PR campaign will be an added advantage.</li> <li>- Related Professional experience would be an added advantage.</li> </ul>
			<ul style="list-style-type: none"> <li>- Proven ability to quickly learn and understand complex topics.</li> <li>- Proven ability to work in multiple projects simultaneously, with an eye for prioritization.</li> <li>- Ability to pay attention to details.</li> <li>- Written and oral communication skills.</li> <li>- Ability to prioritize and execute tasks in a fast-paced environment.</li> <li>- Willingness to take on new challenges and build on current skills.</li> <li>- Exceptional analytical and conceptual thinking skills.</li> <li>- Ability to multi-task and be a self-starter.</li> <li>- Ability to check all technical material for consistency and accuracy.</li> <li>- Fluency in English and Sinhala.</li> <li>- Fluency in Tamil will be an added advantage.</li> <li>- Creative Writing is a added advantage.</li> <li>- Great interpersonal and communication skills</li> </ul>

### **5. Deliverables and Timeline;**

The Technical Writer will be engaged for 6 months, soon after awarding the contract. The following deliverables should be delivered in a manner acceptable to the Director, Senior Manager, and Manager in the Capacity Building Section of ICTA.

No	Initiative	Details of work carryout	Deliverables	Deliverables Submission
1	Requirement Study	<ul style="list-style-type: none"> <li>• Study and prepare the detailed project schedule</li> <li>• Study the following artifacts provided and present the approach to produce the required documents               <ul style="list-style-type: none"> <li>- Digital Maturity Model Questionnaire and Documentation</li> <li>- Digital Transformation Unit documentation</li> <li>- Competency Framework.</li> </ul> </li> <li>• Capacity building program</li> </ul>	<ol style="list-style-type: none"> <li>1. 4-5 pages Inspection report &amp; presentation</li> <li>2. Detailed Project schedule.</li> </ol>	Commencement Date + 2 weeks
2	Digital Maturity model	<ul style="list-style-type: none"> <li>• Prepare the main document for the Digital Maturity Model (DMM).</li> <li>• Update the document as per the review comments</li> </ul>	<ol style="list-style-type: none"> <li>1. Preparation of questionnaire for DMM model</li> <li>2. DMM final documentation</li> <li>3. Presentation for the DMM</li> </ol>	Commencement Date + 2.5 month
	Competency Framework	<ul style="list-style-type: none"> <li>• Study the Competency Framework.</li> <li>• Gather literature to be included in the documentation.</li> <li>• Update the main document for the Competency Framework.</li> <li>• Prepare the project plan.</li> <li>• Prepare presentations as and when required.</li> <li>• Perform M&amp;E activities. (e.g.: Prepare progress reports, etc.)</li> <li>• After reviewing and feedback from Director Capacity Building, Senior Manager, and Manager Government Capacity Building, documents needed to be updated according to such feedback provided.</li> </ul>	<ol style="list-style-type: none"> <li>1. Formatted and finalized competency framework documentation</li> </ol>	
	NextGenGov	<ul style="list-style-type: none"> <li>• Prepare main documentation for the NextGenGov initiative.</li> <li>• Update the documentations according to the feedback received.</li> </ul>	<ol style="list-style-type: none"> <li>1. Term of Reference documentation for the NextGenGov initiative</li> </ol>	

	Digital Transformation Unit (DTU)	<ul style="list-style-type: none"> <li>DTU documents need to be updated according to the feedback given by ICTA.</li> </ul>	Finalized DTU document & DTU implementation progress.	Commencement Date + 4 months
3.	Document Capacity Building approach and Roadmap document	<ul style="list-style-type: none"> <li>Preparation of documentation on Capacity Building approach</li> <li>Update the prepared documentations according to the feedback received.</li> </ul>	Capacity Building approach and Roadmap document	Commencement Date+ 5 months
4.	Reports & Common activities	<ul style="list-style-type: none"> <li>Prepare report/ white papers for the launched initiatives, to be used externally.</li> <li>Coordinate with respective manager and update the project plan accordingly.</li> <li>Prepare presentations/ PR campaign reports, if required.</li> <li>Perform M&amp;E activities. (e.g.: Prepare progress reports, etc.)</li> <li>Submit monthly attendance sheet and log sheet (ICTA will provide the template).</li> </ul>	Preparation of presentation and Reports. Updated project plan Monthly Attendance & Log sheet	Commencement Date + 6 months

## 6. Services and Facilities Provided by ICTA

- Relevant information and knowledge base required for the initiatives.
- Draft artifacts for all the publications will be provided by ICTA
- ICTA will facilitate in taking printouts if required.

## 7. Review Committees and Review Procedures:

The Technical Writer will be required to work closely with the relevant Senior Managers/officials of Capacity Building team throughout the assignment. The review committee comprises of Director – Capacity Building, Senior Managers and relevant officials of ICTA.

## 8. Payment Milestone

No	Initiative	Details of work carryout	Deliverables	Payment Milestones
1	Requirement Study	<ul style="list-style-type: none"> <li>Study and prepare the detailed project schedule</li> <li>Study the following artifacts provided and present the approach to produce the required documents <ul style="list-style-type: none"> <li>- Digital Maturity Model Questionnaire and</li> </ul> </li> </ul>	<ol style="list-style-type: none"> <li>4-5 pages Inspection report &amp; presentation</li> <li>Detailed Project schedule.</li> </ol>	10%

		<p>Documentation</p> <ul style="list-style-type: none"> <li>- Digital Transformation Unit documentation</li> <li>- Competency Framework.</li> </ul> <p>Capacity building program</p>		
2	Digital Maturity model	<ul style="list-style-type: none"> <li>• Prepare the main document for the Digital Maturity Model (DMM).</li> <li>• Update the document as per the review comments</li> </ul>	<ol style="list-style-type: none"> <li>1. Preparation of questionnaire for DMM model</li> <li>2. DMM final documentation</li> <li>3. Presentation for the DMM</li> </ol>	30%
	Competency Framework	<ul style="list-style-type: none"> <li>• Study the Competency Framework.</li> <li>• Gather literature to be included in the documentation.</li> <li>• Update the main document for the Competency Framework.</li> <li>• Prepare the project plan.</li> <li>• Prepare presentations as and when required.</li> <li>• Perform M&amp;E activities. (e.g.: Prepare progress reports, etc.)</li> </ul> <p>After reviewing and feedback from Director Capacity Building, Senior Manager, and Manager Government Capacity Building, documents needed to be updated according to such feedback provided.</p>	<ol style="list-style-type: none"> <li>1. Formatted and finalized competency framework documentation</li> </ol>	
	NextGenGov	<ul style="list-style-type: none"> <li>• Prepare main documentation for the NextGenGov initiative.</li> </ul> <p>Update the documentations according to the feedback received.</p>	<ol style="list-style-type: none"> <li>1. Term of Reference documentation for the NextGenGov initiative</li> </ol>	
	Digital Transformation Unit (DTU)	<ul style="list-style-type: none"> <li>• DTU documents need to be updated according to the feedback given by ICTA.</li> </ul>	Finalized DTU document & DTU implementation progress.	15%

3.	Document capacity building approach and roadmap document	<ul style="list-style-type: none"> <li>• Preparation of documentation on Capacity Building approach</li> <li>Update the prepared documentations according to the feedback received.</li> </ul>	Capacity Building approach and Roadmap document	25%
4.	Reports & Common activities	<ul style="list-style-type: none"> <li>• Prepare report/ white papers for the launched initiatives, to be used externally.</li> <li>• Coordinate with respective manager and update the project plan accordingly.</li> <li>• Prepare presentations/ PR campaign reports, if required.</li> <li>• Perform M&amp;E activities. (e.g.: Prepare progress reports, etc.)</li> </ul> <p>Submit monthly attendance sheet and log sheet (ICTA will provide the template).</p>	Preparation of presentation and Reports. Updated project plan Monthly Attendance & Log sheet	20%