

Emergency Multi-Sector Rohingya Crisis Response Project (EMCRP)

Terms of Reference (ToR)

Position: ICT & MIS Consultant

Package No. EMCRP/AF/SD-20

Background

The Government of the People's Republic of Bangladesh (GoB) has received a grant from the International Development Association (IDA) towards the cost of Emergency Multi-Sector Rohingya Crisis Response Project (EMRCRP). Component 1A and 3B of the project will be implemented by Department of Public Health Engineering (DPHE) under Ministry of Local Government, Rural Development and Cooperatives (MLGRD&C). The PMU is mandated to manage the project in keeping with the Borrower's obligation to use the project fund with due regard to economy and efficiency and only for the purpose for which project financing was provided.

The ICT and MIS service for developing and implementing an effective Information and Communication Technology Systems is seen as a major process towards strengthening of EMCRP. An experienced and dynamic ICT and MIS Specialist is required to contribute in the implementation of the project effectively, by providing support for establishing and strengthening the MIS System of EMCRP as well as DPHE.

Objectives of the Assignment:

The ICT and MIS Specialist shall be the focal person for carrying out all IT related functions in the EMCRP. S/he will work under the direct supervision of the Project Director will be responsible for providing assistance and technical guidance; and for executing the ICT and MIS activities. S/he will support improvements in the implementation and performance of project; and assist in the establishment, harmonization and improvement of MIS policies and procedures, consistent with effective project management. This requires close coordination and communication with DPHE MIS cell, RPMU field staff and projects consultants, where appropriate. S/he will be responsible for the development of all the related Information System documentation and its implementation thereof which will serve as the basis for all managerial decisions. S/He will support the fictionalization and updating of Monitoring Dashboard of EMCRP, and support creation of a robust MIS of the program of DPHE.

Scope of the ICT and MIS Consultant

The scope of work as specified below is intended to describe the general nature and level of work to be performed by the ICT and MIS Specialist:

- a) Develop and document comprehensive Information Systems for information and communication technology related required to be put in place to support project objectives,
- b) Monitor day-to-day implementation of the project activities, analyze problems that hamper their implementation and suggest the coordinator on appropriate measures to ensure timely delivery of required outputs and achievement of measurable results related to Information and



Communication Technology, Develop technology frameworks/tools to assist in program and impact assessments, work progress and project data analysis, providing also recommendations for improvements to current processes/offering,

- c) Support to PMU to ensure operating capabilities of the network both wireless and wired.
- d) Support to PMU to Administer, maintenance and installing, configuring and PCs windows workstation and Linux server/ Windows Server, file servers/ Archive server, web server/ website, Mail server, Data based server, network cabling and Ethernetnet works.
- e) Support to PMU as trouble shooter of all IT related equipment's like computer, Internet, server, web based application, video conferencing equipment etc.
- f) Investigating, recommending and installing enhancement and operating procedures that regulate network availability for 24hours.
- g) Filter and "clean" data by reviewing reports and performance indicators
- h) Create and generate reports in timely and accurate manner;
- i) Conduct system training to appropriate staff on regular basis;
- j) Train users on new applications and upgrades;
- k) Coordinate with cross-functional teams to resolve complex problems/issues;
- l) Provide technical support to ensure that hardware and software systems are fully functional;
- m) Support the functionalization and updating of Monitoring Dashboard, and support creation of a robust MIS of the program
- n) Manage & monitor infrastructure resource utilization and performance, improving the efficiency of existing systems, and ensuring 24x7 service availability.
- o) Any other relevant task assigned by the Competent Authority

Qualification Required

Academic Qualifications and Professional Experience of the Consultant:

Educational Qualification

At least Bachelor of Science degree of Computer Sciences/MIS/ IT/Computer Engineering/Software engineering or relevant discipline from reputable local or foreign institution. A certificate/diploma in MIS from reputable local or foreign institution will be accorded due weight-age.

Required working experience for the position:

- Minimum 7 years general working experience in ICT industry focusing responsibility on Technology management and planning;
- At least 5 years' experience in developing open-source set of tools;
- At least 5 years practical exposure in Solution Design/Development/Requirement Analysis;
- At least 5 years' experience in ICT Project Management;
- Working experience in software integration services and government data related planning are needed;
- At least one Experience of working with any project/agency of Government of Bangladesh is needed;
- Experience with the World Bank funded project will be given preference.;

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- International exposure on ICT education or assignment or engagement with international agencies will be given preference;
- Experience in data management and data Security.
- CCNA & other certifications and trainings on Linux servers, networking, and system administration would be added advantage.

Duration of the Assignment

The duration of the assignment is 12 months (or up to Project Completion Date) from the date of contract sign and payment will be on monthly basis. However, the duration may be increased based on performance of the individual, availability of budget and project needs.

Institutional Arrangement

The Consultant will work at PMU, Dhaka under direct supervision of the Project Director. S/he will report directly to the Project Director with close collaboration with other officials of the Project. The Consultant shall be accountable to the Project Director for his day to day activities. The Consultant might have an extensive field visit of project area in Cox's Bazar.

Procurement/ Hiring method

The Consultant will be hired and contracted as per the "Individual Consultant (IC)" Selection method of World Bank Procurement Regulation (PR) 2016 (Revised November 2020).



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