Host and Rohingya Enhancement of Lives through a Multi-Sectoral Approach (HELP).
Terms of Reference (TOR)
Position: Jr. ICT & MIS Consultant
(SD-12)

Background

The Government of the People's Republic of Bangladesh (GoB) has received a grant and loan from the International Development Association (IDA) towards the cost Host and Rohingya Enhancement of Lives through a Multi-Sectoral Approach (HELP). 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. DPHE intends to apply a part of the proceeds of this grant for hiring a Jr. ICT and MIS Consultant in order to develop and implement IT and monitoring capability for DPHE and HELP.

Aim and Objective

Assist in installing; configuring and maintaining of all hardware belong to project. Updating and maintain existing web-based dashboard for PMU and RPMU of HELP. Follow up DPHE server and updating billing software.

Duties of the ICT and MIS Consultant

- Provide support with existing Management Information System (MIS)
- Train HELP staff in the use and maintenance of the ICT (Dash board, billing Software etc.) system.
- Conduct a test run of the application, integrating the activities of the HELP project and make necessary adjustment in the system to make it effective and efficient
- Work with HELP and DPHE's MIS Cell, and other related department(s) under this project.
- Support to PMU to ensure operating capabilities of the network both wireless and wired.
- Support to PMU to Administer, maintenance, installation, and configuration of PCs, windows workstation, and Linux server/ Windows Server, file servers/ Archive server, web server/ website, Mail server, Data based server, network cabling and Ethernet works.
- Support to PMU as trouble shooter of all ICT related equipment's like computer, Internet, server, web-based application, video conferencing equipment etc.
- Recommend innovative and where a possible automated approach for system administration tasks, identify approaches that leverage our resources and provide economies of scale.
- Perform daily system monitoring through project dashboard, in collaboration with subject matter experts.
- Collect and study the information needs of HELP and discuss with concerned officials of the project and other experts as and when required.
- Perform MIS and ICT maintenance related tasks as deemed necessary by the Project Director.

A.   **Key Qualifications:** Required academic qualifications and Professional Experience of the consultant are furnished below:

i)   **Educational Qualification:**
      Minimum B.Sc in Computer Science/Computer Science Engineering (CSE)/ Information Technology (IT) or Equivalent.

ii) **Professional Experience:**
- Minimum 5 years general working experience in ICT industry focusing responsibility on Technology management and planning;
- Work experience in software integration services and government data related planning will be given preference;

- Experience with GOB and donor funded project, particularly the World Bank funded project will be given preference;
- Experience in data management and data Security.
- Experience with MIS

B.   Duration of the Assignment:

The duration of the assignment is 42 months (up to Project Completion Date) from the date of contract sign. However, the duration may be increased based on performance of the individual, availability of budget and project needs.

C.   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 field visit of project area in Cox's Bazar.

D.   Reporting Obligations/Schedule deliverable:

- Monthly Activity Report including identifying issues and recommended solution
- Reports on MIS and ICT maintenance related tasks as and when required

E.   Remuneration:

The Consultant will be paid a negotiable consolidated remuneration inclusive of all applicable Taxes and VAT as per law of Bangladesh. Payment shall be made on monthly basis upon satisfactory performance/deliverables certified by competent authority.

F.   Procurement/ Hiring method

The Consultant will be hired and contracted as per the "Individual Consultant (IC)" Open Selection method of World Bank Procurement Regulation (PR) 2016, updated in September 2023.

(Dalila Afroze)
Executive Engineer,
Arsenic Management Division &
Member, ToR Committee, DPHE.

(Sharmistha Debnath)
Executive Engineer
Design Division &
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(Mohammed Anwar Eusuf)
Superintending Engineer
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Approved

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(Shishir Kumar Biswas)
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(Noor Ahmed)
Project Director, DPHE
Host and Rohingya Enhancement of Lives
Project (HELP) &
Member, ToR Committee, DPHE.

(Bidhan Chandra Dey)
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