

**Country: Bangladesh****Initiation Plan**

Project Title: Support to Digital Bangladesh

Expected CP Outcome(s): UNDAF Outcome 1: Government institutions at the national and sub-national levels are able to more effectively carry out their mandates, including delivery of public services, in a more accountable, transparent, and inclusive manner.

Initiation Plan Start Date: 1 July, 2011

Initiation Plan End Date: 31 December, 2011

Implementing Partner: UNDP (in partnership with Prime Minister's Office)

Brief Description

The UNDP funded Access to Information (A2I) project at the Prime Minister's Office spearheaded the introduction of various e-enabled services. The establishment of decentralized service delivery points all across the country at the union level in 2010 marked some of the first steps in translating this vision in to reality, which has gained momentum with the identification of the Strategic Priorities of Digital Bangladesh (SPDB). The combination of the Union Information and Service Centres (UISC) and District e-Service Centres (DESC) represents the most promising platform in the country to date for service delivery improvement elevating citizens' quality of life and leading to noteworthy socio-economic transformation.

With the completion of the first phase of the A2I project in June 2011, its success in mainstreaming ICT in Bangladesh's development discourse and popularizing ICT as a means/tool for delivering social goods needs to be followed through. The objective of this Initiation Plan is to develop the next phase of UNDP support towards implementation of the ICT for Development vision as laid out in the SPDB. The key undertakings of the Initiation Plan will be the: (1) Formulation of the next phase of support; (2) Building on the key elements of the One Stop Service Delivery model; (3) Delivering proof of concept for a decentralized NPR and (4) Institutionalizing of the CIO Network and consolidating of e-leadership.

Programme Period:	6 Months	Total resources required	\$ 385,000
CPAP Programme Component:	_____	Total allocated resources:	
Atlas Award ID:	_____	• Regular	\$ 385,000
PAC Meeting Date	_____	• Other:	_____
		○ Donor	_____
		○ Donor	_____
		○ Donor	_____
		○ Government	_____
		Unfunded budget:	_____
		In-kind Contributions	_____

Agreed by UNDP:

Robert Juhkam
Resident Representative a.i.
UNDP-Bangladesh

23 June 2011

I. PURPOSE

The Access to Information (A2I) project is slated to come to an end at June 30, 2011. A2I's success in mainstreaming ICT in Bangladesh's development discourse and popularize ICT as means/tools for delivering social goods needs to be followed through. However, to identify a meaningful UNDP led follow-up intervention, prioritization of possible areas of support and identification of strategic need is required. An evaluation of A2I activities to identify gaps, lessons learned along with a series of dialogue with a wide variety of stakeholders is essential.

The key objective of the Initiation Plan will be to develop the next phase of UNDP led support towards implementation of ICT for Development vision as laid out in the Strategic Priorities of Digital Bangladesh (SPDB). The other key priority will be to pilot some of the key elements of the one stop service delivery model. The key outputs of the Initiation Plan will be:

1. Project document formulation to support Digital Bangladesh
2. E-District Model Piloted
3. National e-Governance Architecture and proof of concept for a decentralized National Population Register (NPR)
4. Institutionalization of the CIO Network and consolidation of e-leadership and consolidation of e-leadership & Digital Innovation Fund

The purpose of the 6-month Initiation Plan is to formulate the next UNDP-funded intervention after adequate consultation and analysis of the situation in the field. This time is required to take stock of what has worked so far and meaningfully translate the lesson learnt in this second generation project. This Initiation Plan will also test out some of the models which are being developed to take forward the e-governance thrust of the government at the field level.

II. EXPECTED OUTPUTS

The key output of the Initiation Plan is the fully consulted project document for the next phase of Digital Bangladesh support. The proposed IP would maintain close working relationship with Civil Service Change Management project as well as both Union Parishad and Upazilla governance projects to ensure that the ultimate output of the IP, that is the next phase project document, is closely linked with these projects that are substantially related with service delivery.

The other deliverables are described below:

1. A2I Project Evaluation Report: The report would capture key outputs of A2I project, areas of strength and weaknesses in project implementation, mandate and institutional settings, lesson learned from the project which needs to be factored in any further support in this area, etc. The Evaluation Report will focus on outcomes and impacts rather than outputs. Gender and environmental dimensions of A2I outcome will be stressed.
2. Software systems to support e-District: It is expected that at the end of the IP a detail system overview as well as software system would be available to support both District e-Service Centres and Upazilla e-Service Centres. At least 20 e-services would be delivered through the Upazilla e-Service Centre, 10 of which would be available from the Union Information and Service centres.
3. Achieving operational self-sufficiency in at least 50% of the UISCs: Partnership developed during the IP would enable at least 50% of the UISC to achieve operational self-sufficiency so that they would not require regular financial support from the government. For rest of the UISC, a graduation road map would be developed which will identify measures to be taken by specified stakeholders to achieve such operational sustainability.

4. NPR feasibility report and National e-Governance Architecture: National Population Register is considered to be one of the key facilitators for a host of location and person sensitive services such as social safety net payments, birth and death registration, vaccination, school enrolment, driving license, tax payment, immigration, employment etc. The NPR will be an important component of the National e-Governance Architecture phase 1 of which will be developed in this IP. Based on the pilot decentralized National Population Register effort in one selected Upazilla involving the District, Upazilla and Union Parishad administration a feasibility report would be produced for the Statistics and Informatics Division. During the PA phase, an NPR will be developed for an upazilla and a feasibility study report will be generated for development of the national level NPR by the Government. International study tours to understand the process and design of NPR may be arranged. It would be useful to mention that the IDEA project funded by the World Bank implemented by the Election Commission may use the lessons learnt from the feasibility study.
5. Recommendation for institutionalizing CIO Network/e-Leadership: Based on study trip to Thailand, a set of recommendation to institutionalize a CIO Network/e-Leadership would be prepared and submitted to Cabinet Division for further consideration and action.

III. MANAGEMENT ARRANGEMENTS

3.1 Steering Committee

The steering committee shall include all members of the A2I steering committee.

The major tasks of the Steering Committee are:

1. Provide overall direction and guidance for the Programme
2. Monitor and control progress
3. Review each completed stage
4. Track delivery of programme results and objectives

3.2 Project Implementation Committee

The Programme Implementation Committee will monitor and evaluate the programme progresses and provide solutions regarding the effective implementation of the programme. The committee would also discharge any other responsibility assigned by the project steering committee. The committee will sit for meeting in every quarter. The committee will include all members of the project implementation committee of A2I project.

3.3 Project Assurance

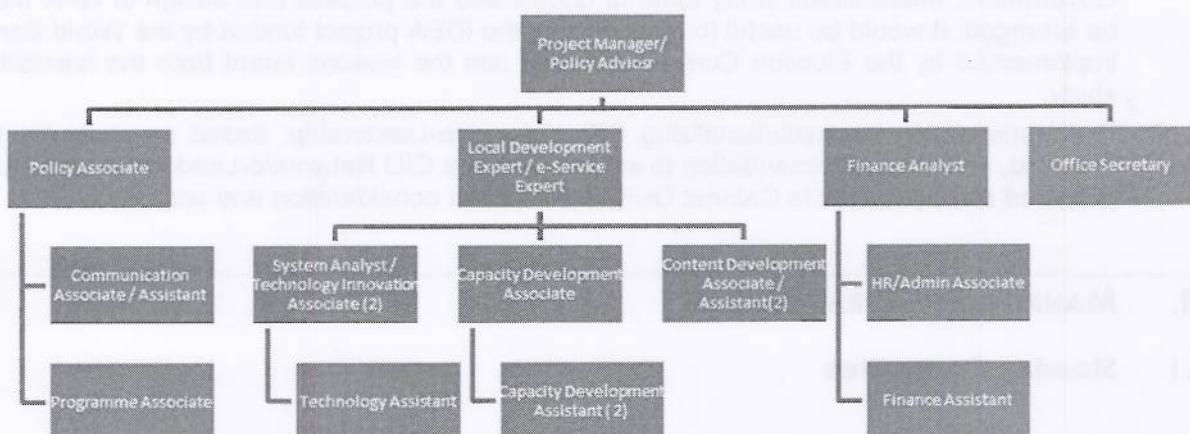
The project assurance function will be performed by the programme officer and programme unit assigned by UNDP Bangladesh. When the programme undertakes monitoring and evaluation of its projects in collaboration and support from other development partners, the programme assurance team may incorporate new members as required facilitating such participation. The programme assurance team will report to the sponsoring group on

1. Adherence to the business case
2. Compliance with user needs and expectations
3. Supplier Assurance based on spot-check of deliverables and outputs
4. Review of Deliverables via Quality Reviews

3.4 Project Organisation Structure

notional A2I Project personnel, who will be absorbed into the UNDP Policy Support Cluster and located here reflected by their job functions and grades and in accordance to relevant procedures, documents and processes for staff roles, service delivery and programme management.

The core organogram of the Initiation Plan would be as follows:



The staff of the erstwhile A2I Project who fit the SDB IP profile will continue to work for the IP at their respective levels/grades. Additionally SSA/IC contracts will be awarded to cater for specific requirements of the IP. All existing equipment and other assets of the A2I project will be transferred to the IP project.

IV. MONITORING

The project will be monitored on a quarterly basis and a quality assessment shall record progress towards the completion of key results. Project reports shall be submitted by the Project Manager / Policy Advisor to the Project Steering Committee through the UNDP Policy Support Cluster, which is responsible for quality assurance.

Risk and issues will also be captured and updated by the Project Manager to facilitate tracking and resolution of potential problems or requests for change.

Lesson-learned shall also be regularly updated as part of the quarterly reporting to ensure ongoing learning and adaptation within the organization, and to facilitate the preparation of the Lessons-learned Report at the end of the project.

V. ANNUAL WORK PLAN

Year: July 2011 till December 2011

EXPECTED OUTPUTS And baseline, indicators including annual targets	PLANNED ACTIVITIES List of activity results and associated actions	TIMEFRAME		RESPONSIBLE PARTY	PLANNED BUDGET		
		Q3	Q4		Funding Source	Budget Description	Amount
Output 1 Project Document for next phase of UNDP led support towards Digital Bangladesh is in place. <i>Baseline:</i> <i>Indicators:</i> <ul style="list-style-type: none">• Status of Project Development <i>Targets:</i> <ul style="list-style-type: none">• Support to Digital Bangladesh project developed	1. Field evaluation mission 2. Field formulation mission 3. Organize stakeholder consultations and consultations with development partners	X	X	UNDP	UNDP	71200-International Consultant	60,000
Related CP outcome:				UNDP	UNDP	71300-Local Consultants	15,000
Output 2 E-District Model piloted <i>Baseline:</i> <i>Indicators:</i> <ul style="list-style-type: none">• Number of district and upazilla offices with e-service facilities• % of operationally self-sufficient UISSCs	1. e-District Piloted - Equip 50 district offices and 22 upazilla offices with basic e-service facilities - Introduce 20 upazilla level e-services 10 of which should be deliverable through UISSCs	X	X	UNDP	UNDP	72100-Contractual Service Company 71300 - Local Consultants	51,466 55,301
						Sub-Total	100,000

	<ul style="list-style-type: none"> • Number of quick-win initiatives conducted <p>Targets:</p> <ul style="list-style-type: none"> • e-District Piloted • 50% of the UIISC made operationally self-sustained • Support four selected quick-wins conducted <p>Related CP outcome:</p>						
2. Deployment Of e-Content and information repository	X	X	UNDP	UNDP	71600 - Travel	11,372	
3. Bolster UIISC potential							
- Organize refresher training/workshops for DCADCs and UNOs							
- Organize next phase of training of UIISC entrepreneurs on online monitoring system, new e-services and marketing/product promotion skills	X	X	UNDP	UNDP	75700-Learning Cost/Conference, Training	1,861	
4. Support implementation / finalization of the following quick-win initiatives:							
• Consular Management at MoFA	X	X	UNDP				
• Online application for driving license, fitness, registration, route permit for BRTA							
• Knowledge Management System at PMO							
• e-Content repository / e-Thathyakosh							
Output 3					Sub-Total	1,20,000	
National e-Governance Architecture and proof of concept for a decentralized National Population Register	1. Implement proof of concept using the NEA Bus with different Government Agencies.	X	UNDP	UNDP	71300-Local Consultants	12,824	
					UNDP	71600 - Travel	8,700

(NPR)	Baseline: <i>Indicators:</i>	2 Pilot Study in one Upazilla to develop Upazilla National Population Register	X	X	UNDP	71300-Local Consultants	5,122
	<ul style="list-style-type: none">• Number Government Agencies used to implement proof of concept• Status of Feasibility Study on NPR						
	<i>Targets:</i>						
	<ul style="list-style-type: none">• Develop the national E-Governance Architecture• Feasibility testing of decentralized NPR model						
	<i>Related CP outcome:</i>						
						Sub-Total	31,500
Output 4	Baseline: <i>Indicators:</i>	1. Continue Support to develop capacity of e-governance focal point leadership - Organize Workshops	X	X	UNDP	71600 - Travel	8,800
	Institutionalization of the CIO Network and consolidation of e-leadership & Digital Innovation Fund						
	<i>Targets:</i>						
	<ul style="list-style-type: none">• Status of institutionalization of CIO Network• Status of development of the Digital Innovation Fund						
	<i>Related CP outcome:</i>	2. Digital Innovation Fund Developed.	X	X	UNDP	74200 - Printing	1,000

Output 5	Technical Assistance	1. Project Formulation and Operation	X	X	UNDP	UNDP	Sub-Total	10,000
							71300-Local Consultants	15,287
							71400-Contractual Services-Individual	89,282
							72500-Supplies	1,000
							72200-Equipment	11,470
							73400-Repair & Maintenance	4,536
							74500-Misc. Exp	1,925
							Sub-total	123,500
								3,85,000

Award ID : 00045483
Award Title : ICT4D
Project ID : 00079339
Project Title : Support to Digital
Bangladesh

Multi-year Budget with UNDP Input



NP
DQ

Bangladesh

100

Summary of the Budget

- Notes:**

 1. The above budget is informative/indicative only. Actual Budget may vary depending on the arrangement/availability of Implementing Partner/Fund/Donors.
 2. The soft version of a budget is required to be submitted to the RRM/C at the time of revision/approval.
 3. The AMP, generated from ATLAS, should exactly match with the provision of the respective year.

Brought by:

Signature:
Name _____
Functional _____
Organisation _____
Date _____

Verified/Recommended by:

Signature: _____
Name _____
Functional Title _____
Organisation/Project _____
Date _____

Annual Work Plan

Bangladesh - Dhaka

Award Id: 00045483

Award Title: ICT4D

Year: 2011

Report Date: 6/28/2011

Project ID	Expected Outputs	Key Activities	Timeframe		Responsible Party	Planned Budget	
			Start	End		Fund	Donor
	CIO Network & DIF	UNDP(MDTF/PUNO only). UNDP(MDTF/PUNO only).	04/000	UNDP	72100	Contractual Services-Companies	1,000.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	74200	Audio Visual&Print Prod Costs	1,000.00
	E-District Model Piloted	UNDP(MDTF/PUNO only). UNDP(MDTF/PUNO only).	04/000	UNDP	75700	Training, Workshops and Confer	200.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	71300	Local Consultants	55,301.00
	National E-Gov Architecture	UNDP(MDTF/PUNO only). UNDP(MDTF/PUNO only).	04/000	UNDP	71600	Travel	11,372.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	72100	Contractual Services-Companies	51,466.00
	ProDoc for Full Project	UNDP(MDTF/PUNO only). UNDP(MDTF/PUNO only).	04/000	UNDP	75700	Training, Workshops and Confer	1,861.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	71300	Local Consultants	17,946.00
	Technical Assistance	UNDP(MDTF/PUNO only). UNDP(MDTF/PUNO only).	04/000	UNDP	71600	Travel	12,000.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	72100	Contractual Services-Companies	1,000.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	75700	Training, Workshops and Confer	554.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	71200	International Consultants	50,000.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	71300	Local Consultants	15,000.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	71600	Travel	4,000.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	72100	Contractual Services-Companies	10,000.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	72500	Supplies	1,000.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	75700	Training, Workshops and Confer	20,000.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	71300	Local Consultants	15,287.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	71400	Contractual Services - Individ	89,282.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	71600	Travel	100.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	72100	Contractual Services-Companies	2,000.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	72200	Equipment and Furniture	11,469.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	72400	Commun & Audio Visual Equip	200.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	72500	Supplies	1,000.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	72700	Hospitality/Catering	50.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	73400	Rental & Maint of Other Equip	2,536.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	73500	Reimbursement Costs	300.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	74200	Audio Visual&Print Prod Costs	500.00
		UNDP(MDTF/PUNO only).	04/000	UNDP	74500	Miscellaneous Expenses	776.00
						TOTAL	385,000.00



Annual Work Plan

Bangladesh - Dhaka

Award Id: 00045483
Award Title: ICT4D

Year: 2011

Report Date: 6/28/2011

Project ID	Expected Outputs	Key Activities	Timeframe		Responsible Party	Planned Budget				
			Start	End		Fund	Donor	Budget Descr	Amount US\$	
00054476	Assistance to SiCT	Technical Assistance	1/1/07	3/1/2009	UNDP(MDTF/PUNO only). BGD-National Execution UNDP(MDTF/PUNO only).	04000 04000 04000 04000 04000 04000 04000 04000 04000 04000 04000 04000 04000 04000 04000 04000	UNDP UNDP UNDP UNDP UNDP UNDP UNDP UNDP UNDP UNDP UNDP UNDP UNDP UNDP UNDP UNDP	71400 71600 71600 72100 72200 72400 72500 72500 72700 72800 73400 73400 74500 74500 75700 75700	Contractual Services - Individ Travel Contractual Services-Companies Equipment and Furniture Communic & Audio Visual Equip Supplies Supplies Hospitality/Catering Information Technology Equipment Rental & Maint of Other Equip Rental & Maint of Other Equip Miscellaneous Expenses Miscellaneous Expenses Training, Workshops and Confer Training, Workshops and Confer	100,000.00 283.00 100.00 700.00 600.00 1,500.00 2,000.00 50.00 1,500.00 10,000.00 10,000.00 400.00 800.00 600.00 300.00
		TOTAL						1,311,889.52		
		Capacity Development	1/1/08	3/1/2011	BGD-National Execution UNDP(MDTF/PUNO only). BGD-National Execution UNDP(MDTF/PUNO only). BGD(National) Execution UNDP(MDTF/PUNO only). BGD-National Execution UNDP(MDTF/PUNO only).	04000 04000 04000 04000 04000 04000 04000 04000	UNDP UNDP UNDP UNDP UNDP UNDP UNDP UNDP	75700 75700 72100 72100 71200 71300 71400 72800	Training, Workshops and Confer Training, Workshops and Confer Contractual Services-Companies Contractual Services-Companies International Consultants Local Consultants Contractual Services - Individ Information Technology Equipm Miscellaneous Expenses	20,000.00 20,000.00 11,000.00 270,440.00 10,000.00 9,661.00 47,842.00 3,000.00 15,000.00 7,352.00
		TOTAL						414,295.00		
00073339	Support to Digital Bangladesh	CIO Network & DiF			UNDP(MDTF/PUNO only).	04000	UNDP	71600 Travel	7,800.00	

Terms of Reference of Consultants

Consultants	Educational qualification	Experience	Responsibility
1	2	3	4
Policy Advisor	<p>Formal Degree in Computer Science / Engineering / MIS or equivalent degree with relevant education background and a strong experience in this field</p> <p>University</p>	<p>At least 8 years experience, working with ICT development, project formulation and emerging technology issues.</p> <p>Thorough knowledge regarding the development and implementation of National e-governance vision strategy is strongly preferred.</p> <p>At least 4 years of experience dealing with progressively large scale ICT projects</p>	<ul style="list-style-type: none"> ▪ Lead development of periodic national e-readiness assessments (horizon scan), vision documents, strategic work plans for national ICT for development efforts leading towards Digital Bangladesh ▪ Lead multidimensional consultation regarding ICT for development and Digital Bangladesh activities ▪ Plan and lead various policy sensitization workshops for policy makers and law makers including Secretaries, e-Governance Focal Points and Deputy Commissioners, among others ▪ Develop materials to support relevant policy formulation as and when necessary. Liaise with senior policy makers to effect policy decisions ▪ Coordinate and collaborate directly with the relevant organs of the government and other stakeholders to facilitate the formulation of e-Governance quick wins, driver projects and enabling environment projects ▪ Assist the e-Governance Cell, PMO, Ministry of Science and ICT, BCC and other relevant agencies of the government to coordinate e-Governance activities across the entire government machinery ▪ Integrate e-Service delivery to administrative reform agenda and initiatives of the government by working with relevant agencies of the government including the Ministry of Establishment and Cabinet Division ▪ Guide the establishment of the Digital Innovation Fund ▪ Manage and guide the Policy, Local Development, Digital

Terms of Reference of Consultants

		Innovation Fund and Communication and Media sub-teams
Local Development Expert	<p>The incumbent should have minimum Master's Degree from recognized university</p> <p>At least 3 years of proven experience in dealing with senior policy makers, DCs, UNOs, law makers and cabinet members and demonstrated track record in influencing development policies in Bangladesh.</p> <p>Proven track record in developing and maintaining strong relationships with ministries/divisions at senior policy maker level.</p> <p>Experience in travel across Bangladesh in all 64 districts.</p> <p>At least 2 years of experience in managing e-Governance and ICT4D projects and teams.</p> <p>Proven track record in initiating and sustaining community e-centres/telecentres</p>	<ul style="list-style-type: none"> ■ Develop strategies for ICT for development at various tiers of local government institutions ■ Capture citizens' perspectives and readiness for e-Service delivery through various surveys, consultation. Publish and disseminate, through reports, bulletins, consultations, the findings of the citizens' perspective study ■ Ensure citizens' perspectives are incorporated in solution design, new project formulation and policy formulation ■ Design for both financial and social sustainability including public-private-people partnership models for local government institution-based e-Service delivery solutions ■ Design and conduct monitoring and evaluation to assess impact of designed solutions and publish impact study
Local Development Expert	<p>The incumbent should have minimum Master's Degree from recognized university</p> <p>At least 3 years of proven experience in dealing with senior policy makers, DCs, UNOs, law makers and cabinet members and demonstrated track record in influencing development policies in Bangladesh.</p> <p>Proven track record in developing and maintaining strong relationships with ministries/divisions at senior policy maker level.</p> <p>Experience in travel across Bangladesh in all 64 districts.</p> <p>At least 2 years of experience in managing e-Governance and ICT4D projects and teams.</p> <p>Proven track record in initiating and sustaining community e-centres/telecentres</p>	<ul style="list-style-type: none"> ■ Develop strategies for ICT for development at various tiers of local government institutions ■ Capture citizens' perspectives and readiness for e-Service delivery through various surveys, consultation. Publish and disseminate, through reports, bulletins, consultations, the findings of the citizens' perspective study ■ Ensure citizens' perspectives are incorporated in solution design, new project formulation and policy formulation ■ Design for both financial and social sustainability including public-private-people partnership models for local government institution-based e-Service delivery solutions ■ Design and conduct monitoring and evaluation to assess impact of designed solutions and publish impact study

Terms of Reference of Consultants

		<p>in local government organizations.</p> <p>At least 5 years of experience in working with local government institutions especially Union Parishads and Pouroshavas.</p> <p>At least 8 years working experience in international organizations.</p>	<p>Capacity Development Associate</p> <p>The incumbent should have minimum in experience with rural communities and poor hard-core communities.</p> <p>Proven track record in initiating and sustaining community e-centres/telecentres in local government organizations.</p> <p>At least 5 years of experience in working with local government institutions especially Union Parishads.</p> <p>Experience in travel across Bangladesh in all 64 districts.</p> <p>At least 2 years of proven experience in</p>	<ul style="list-style-type: none"> ■ Plan and design different training programs under direct supervision of Capacity Development Specialist. ■ Prepare necessary documents and complete the paper works to organize the consultations, training programs of the project. ■ Develop training materials based on the guidance provided by his/her supervisor. ■ Coordinate the training programs, consultations and workshops effectively. Preparation of non-PO vouchers for projects in Atlas. ■ Facilitation of information flow, coordination of schedule both within the team and inter-teams. ■ Collection of information and analysis for partner profiles ■ Follow-up on the resource mobilization activities ■ Organization of trainings for the operations/ projects staff on programme. ■ Synthesis of lessons learnt and best practices in programme. ■ Sound contributions to knowledge networks and communities of practice. ■ Participation in the trainings for the operations/projects staff on programme. ■ Contributions to knowledge networks and communities of practice.
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Terms of Reference of Consultants

		<p>dealing with senior policy makers in agriculture and fisheries, education, local government, and land.</p> <p>Proven track record in developing and maintaining strong relationships with ministries/divisions with mid-level policy makers.</p> <p>Demonstrated expertise in community mobilization especially using Participatory Action Research methodologies.</p> <p>At least 5 years working experience in international organizations.</p>
Local Development Associate	<p>The incumbent should have minimum Master's Degree in Social Science / Information and Communication Systems/ Studies/ Administration or any</p> <p>At least 3 to 5 years of practical work experience. Previous experience with relevant framework will get preference.</p> <p>Should have experience in usage of computers, office</p>	<ul style="list-style-type: none"> ■ Local level human mobilization and demand creation for e-Service delivery before, during and after solution implementation ■ Implementation of e-Service delivery solutions for local government institutions ■ Coordinate various activities for implementation including maintaining liaison with relevant stakeholder communities ■ Assistance in monitoring and evaluation and publication of impact study

Terms of Reference of Consultants

	relevant discipline.	software packages (MS Word, Excel, etc.) and handling web-based management systems.	<ul style="list-style-type: none"> ■ Designing, conducting and coordinating, as and when necessary, appropriate capacity building of grassroots stakeholders for solution implementation
Content Development Associate	The incumbent should have minimum Bachelors degree in Computer Science/ information communication systems/ Development Studies/ Business Administration/ Social Science or any relevant discipline.	<p>3-5 years relevant work experience in content management and development. Working experience with ICT for development issues will be preferred.</p> <p>Experience in usage of computers, office software packages (MS Word, Excel, etc.) and handling web-based management systems.</p> <p>Previous experience with the Government/UN/ Development Agencies or Multinational organization will get preference.</p>	<ul style="list-style-type: none"> ■ Carry out methodical research to identify existing relevant livelihood digital contents ■ Based on the research outcomes provide input to develop new contents for different stakeholders for all including A/V, animation, text and other forms of multimedia ■ Assist Content Specialist to develop methodology to assess impact of developed content on target audience ■ Design a standard methodology for new content development ■ Generate content areas and topics based on need assessment studies with target audience primarily at the grass-roots level ■ Develop training materials and modules for target content users ■ Provide assistance in training programmes.
Policy Associate	The incumbent should have minimum Formal University Degree in information and	3 to 5 years research and advocacy work experience. At least 1 year experience in	<ul style="list-style-type: none"> ■ Assistance to the policy team in developing research reports, knowledge products and policy documents ■ Field research and facilitate in secondary research ■ Policy advocacy plans and materials

Terms of Reference of Consultants

	communication systems, computer science, management Information systems, development studies, public administration, economics, law or any related discipline. Formal education/training technology management, governance will be given preference.	ICT for development issues will be given preference.	<ul style="list-style-type: none"> ■ Coordination of various international and local missions ■ Liaise with various ICT component of UNDP-supported projects ■ Provide guidance to research assistants in the Policy team
Technology Assistant	<p>The incumbent should have minimum Formal University Degree in Information and Communication Systems, Computer Science/Engineering, Management Systems, Information Development Studies with specialization in technology management, governance or any relevant discipline.</p> <p>Working experience in Government / UN Agencies will be an added advantage.</p> <p>Working experience with diverse platform in open and proprietary systems will be an advantage.</p>	<p>2 to 3 years relevant work experience in software development and working with ICT/ICT development issues for technology solutions.</p> <p>will be given preference.</p> <p>Experience in working with Government / UN Agencies will be an added advantage.</p> <p>Working experience with diverse platform in open and proprietary systems will be an advantage.</p>	<ul style="list-style-type: none"> ■ Conduct a thorough study to identify the best technology options for the target population, ■ Ensure that the technological reality of the target population is properly incorporated in the design and implementation using technology solutions. ■ Ensure that the selected technological solutions will be effective for the target population ■ Update himself with development of both technology and solutions that are available and/or upcoming both in local and international market ■ Search the internet to keep abreast with upcoming and innovative solutions available worldwide. ■ Keep contact with user agencies in terms of software and hardware and find effective and implementable solutions available locally and internationally. ■ Keep track with the services available through service providing agencies. ■ Use effective and innovative solutions/services available as mentioned above in different projects so that an effective and workable process is carried out

Terms of Reference of Consultants

Capacity Development Assistant	<p>The incumbent should have minimum Bachelors degree in Computer Science/ Business Administration/ Social Science or any relevant discipline. .</p> <p>At least 2 years of practical experience.</p> <p>Experience in the usage of computers and office software packages (MS Word, Excel, etc.).</p> <p>Previous experience with the Government/UN/ Development Agencies or Multinational organization will get preference.</p>	<ul style="list-style-type: none"> ▪ Under the guidance of Technology Advisor/ Technology Specialist and working in close supervision of System Analyst/Technology Associate, he/she will provide assistance to the policy team for formulation of e-Development policy. ▪ Provide support to organize different workshops, training programs and consultations of the project ▪ Support to efficient administrative and logistic management ▪ Support to common services ▪ Representation, Communication and Knowledge Sharing
Communication Assistant	<p>The incumbent should have minimum Formal University Degree in development communications, media relations, journalism, publishing or any related field.</p>	<ul style="list-style-type: none"> ▪ 2 years experience within any reputed print or electronic media will be an added advantage. ▪ Should have experience in usage of computers, office software packages (MS Word, Excel, etc.) and handling web-based ▪ Provide assistance to the Communication and Media Manager in execution of communication strategies ▪ Coordinate various press conference and other relevant programs ▪ Draft various news items and press release of the project events ▪ Maintain liaison with the media on behalf of the Communication and Media Manager ▪ Provide support to the project team during various training programs, workshops and consultations

Terms of Reference of Consultants

		management systems. Previous work experience with the government or development agencies will get preferences.	
Technology Associate	The incumbent should have minimum Formal University Degree in information and communication systems, computer science, management Information systems, development studies with specialization in technology management, governance or any relevant discipline.	3 to 5 years relevant work experience in software development and working with ICT for development issues will be given preference.	<ul style="list-style-type: none"> ■ Compare various technology alternatives and make trade-off decisions among them and innovate technology options that are meaningful for the target population and compatible with their lifestyles ■ Develop budgets for technology solutions ■ Ensure that the technological reality of the target audience is meaningfully incorporated into the plan, design and implementation of technology solutions. Lobby for the right technology options in e-Governance/e-development solutions UNDP is promoting/formulating ■ Ensure that appropriate policy inputs are provided into e-development policy formulation ■ Develop e-Governance Interoperability Framework and conduct consultations with relevant government, non-government, academic and industry stakeholders
System Analyst	Master's degree in Information and Communication Systems, Computer Science, Management Information Systems, Development Studies with specialization in technology management, governance or any	At least 8 years experience, working with ICT/ICT for development issues. Thorough knowledge regarding the development and implementation of National e-governance vision strategy is strongly preferred. At	<ul style="list-style-type: none"> ■ Conduct requirements analysis for a particular ICT for development solution and develop the necessary business and systems specifications ■ Assist in developing the system design for any technical solution ■ Guide development of user interfaces for computers or any other devices selected for a solution ■ Set documentation standards for various stages of inception to deployment ■ Develop ToRs, RFPs for any outsourcing work and assist in vendor selection

Terms of Reference of Consultants

	relevant discipline.	least 5 years of experience dealing progressively with large scale ICT projects	<ul style="list-style-type: none"> ▪ Maintain liaison with government stakeholders and be the focal point for any outsourcing work ▪ Assist in design and delivery of technical training as and when necessary
Programme Associate	The incumbent should have minimum Formal University Degree at least a Bachelors degree in Computer Science/ Business Administration/Public Administration/ Social Science.	<p>3 - 5 years of progressively responsible administrative or programme experience is required at the national or international level. Experience in the usage of computers and office software packages (MS Word, Excel, E-mails etc) and experience in handling of web based management systems.</p>	<ul style="list-style-type: none"> ▪ Support to formulation of programme strategies and implementation of the Country Programme Action Plan ▪ Support to management of the CO programme ▪ Administrative support to the Programme Unit ▪ Support to resource mobilization ▪ Support to knowledge building and knowledge sharing
Human Resources and Admin Associate	The incumbent should have minimum Bachelors degree in Business Administration/Public Administration/ Social Science or any relevant discipline..	<p>3-5 years of practical work experience.</p> <p>Specialized knowledge of human resources and administrative policies, practices and procedures is a plus. Experience in the usage of computers and office software packages (MS Word,</p>	<ul style="list-style-type: none"> ▪ Provide support to efficient human resource management of the project ▪ Provide support to efficient administrative management of the project ▪ Support to common services ▪ Support knowledge building and knowledge sharing

Terms of Reference of Consultants

		Excel, etc.). Previous experience with the Government/UN/Development Agencies will get preference.
Finance Analyst	<p>Master's Degree or equivalent in Business Administration, Public Administration, Finance, Economics or related field.</p> <p>Clear understanding of budgeting, accounting and bookkeeping, particularly under NEX procedures</p> <p>Experience of using financial software programmes</p> <p>Knowledge on Tax & VAT is essential</p> <p>Experience of UN/JNIDP funded project will be preferable</p> <p>Working experience with international donor agency is an asset</p>	<p>Minimum 5 years relevant experience in Accounts and Financial management in development projects</p> <ul style="list-style-type: none"> ▪ Full compliance with UNDP rules and regulations of financial processes, financial records and reports and audit follow up ▪ Implementation of the effective internal control framework ▪ Monitoring and overview of cost sharing and trust fund agreements follow up on contributions within UNDP's resource mobilization efforts ▪ Monitoring of the project budget, follow up and monitoring on cash availability ▪ Ensuring follow up proper cost recovery mechanisms ▪ Proper control of the supporting documents for payments, preparation of all types of vouchers for project expenditures ▪ Maintenance of the internal expenditures control system which ensures that vouchers processed are matched and completed, transactions are correctly recorded and posted in Atlas; payrolls are duly prepared and processed; travel claims and other entitlements are duly processed ▪ Timely corrective actions on un-posted vouchers, including the vouchers with budget check errors, match exceptions, Unapproved vouchers, Maintenance of the Accounts Receivables for UNDP projects and follow-up with partners on contributions, deposits creation in Atlas and their application to AR pending items, Maintain all other documents and register (all accounts related books) for proper control of the financial resources; and other related duties, as required.

Terms of Reference of Consultants

		Sufficient experience with contemporary accounting systems, auditing and exposure to accounting software and ICT	<ul style="list-style-type: none"> ■ Implementation of operational strategies ■ Efficient administrative and logistical support ■ Support to office maintenance and assets management ■ Support to common services ■ Support to knowledge building and knowledge sharing
Programme Assistant	The incumbent should have minimum Formal University Degree at least a Bachelors degree in Business Administration/Public Administration/ Social Science or equivalent.	<p>At least 3 years of practical work experience.</p> <p>Experience in the usage of computers and office software packages (MS Word, Excel, etc.). Previous experience with the Government or Multinational organization will get preference.</p>	<ul style="list-style-type: none"> ■ Ensure implementation of financial operational strategies and procedures, ■ Provide effective support to administration of budgets and functioning of the optimal cost-recovery system ■ Support to efficient administrative and logistic management ■ Support to knowledge building and knowledge sharing
Finance Assistant	Masters in Commerce, Business Administration, Accounting, or any related discipline.	<p>3 years of progressively responsible experience in the related filed.</p> <p>Know-how of Financial Reports preparation and presentation</p> <p>Experience in the usage of computers and office software packages (MS Word, Excel, E-mails etc)</p>	<ul style="list-style-type: none"> ■ Ensure implementation of financial operational strategies and procedures, ■ Provide effective support to administration of budgets and functioning of the optimal cost-recovery system ■ Support to efficient administrative and logistic management ■ Support to knowledge building and knowledge sharing

Terms of Reference of Consultants

		and experience in handling of web based management systems.	
Office Secretary	Bachelor Degree from reputed university	2 years of relevant administrative experience. Experience in the usage of computers and office software packages (MS Word, Excel, etc.). Experience in handling of web-based management systems. Work experience with UN agencies or multinational companies will get preferences.	<ul style="list-style-type: none"> ■ Provision of administrative and logistical support ■ Preparation of routine correspondence, faxes, memoranda, and preservation of reports in accordance with Project office Standard Operating Procedure (SOP) ■ Checking vehicle logs, record vehicle maintenance/ fitness and provide essential support ■ Maintenance of files and records relevant to office maintenance and smooth functioning of activities ■ Arrangement of travel and hotel reservations, preparation of travel authorizations ■ Support to staff members and their dependents by processing requests for visas, identity cards and other documents in accordance with requirements of the United Nations and national government ■ Administrative support to organization of conferences, workshops, retreats, trainings, seminars etc ■ Collection of information for DSA, travel agencies and other administrative surveys ■ Collection of information and provision of support on assets management, maintenance of records and files on assets management ■ Keeping attendance records, leave records and other information for the project personnel in accordance with the project office SOP ■ Any other duties assigned by supervisor
Messenger	SSC passed May be relaxed in case of highly experienced candidate	A minimum of 2 years experience in a similar position.	<ul style="list-style-type: none"> ■ Daily cleaning of office including all office furniture and equipment; ■ Collect, deliver and distribute mail, pouch and other documents and communication from and to the post office, government offices and other institutions;

Terms of Reference of Consultants

		<ul style="list-style-type: none"> ■ Sort, deliver and pick up mail and other documents, files and records from various offices on the premise at regular intervals; keeps records as usual; ■ Occasionally respond and attend to attend to telephone calls and take messages; ■ Pack materials received for dispatch, affixes labels, postage, etc. inserts materials in envelopes and takes outgoing mail; ■ Proper storing of materials; ■ Provide hospitality to visitors and official guests; ■ Operates photocopying, duplicating and other office machines as necessary and acquire necessary skills for such purposes; ■ Any other task for effective implementation of the project that may be assigned by the Programme Assistant (Admin) 	<ul style="list-style-type: none"> ■ Drive Office vehicle in Dhaka and within Bangladesh (When required).
Driver	Minimum SSC passed or higher education is preferred. Computer literacy is an added qualification. The incumbents must have valid heavy/light driving license and good knowledge of Dhaka and surrounding areas. The candidates must have adequate knowledge and skills in minor vehicle repair and demonstrative initiative and sound judgment is desired.	Minimum 5 years experience as driver.	<ul style="list-style-type: none"> ■ Drive Office vehicle in Dhaka and within Bangladesh (When required).

Terms of Reference of Consultants

Consultant Type	Scope of Work	Deliverables	Timeline	Budget
Project Manager	Overall project management, including budgeting, scheduling, and risk assessment.	Project Plan, Budget, Risk Register, Weekly Progress Reports, Final Project Report.	12 months from contract signing to completion.	\$100,000
Financial Analyst	Review financial data, conduct scenario planning, and provide financial advice.	Financial Analysis Report, Scenario Planning Document, Financial Advice Summary.	6 months from contract signing to completion.	\$50,000
Marketing Strategist	Develop marketing plans, manage digital marketing campaigns, and analyze market trends.	Marketing Plan, Digital Marketing Strategy, Market Trend Analysis, Performance Metrics.	12 months from contract signing to completion.	\$80,000
Logistics Manager	Coordinate supply chain, manage logistics, and ensure timely delivery of goods.	Logistics Plan, Supplier Management Report, Delivery Status Updates, Final Audit Report.	12 months from contract signing to completion.	\$70,000

Meeting Minutes
LPAC meeting on "Support to Digital Bangladesh"
Date: 23 June 2011
Venue: UNDP Conference Room, I DB Bhaban (18th Floor)

The Local Project Appraisal Committee (LPAC) Meeting on the proposed 'Support to Digital Bangladesh Draft Initiation Plan' was chaired by Robert Juhkam, Resident Representative a.i., UNDP and it was attended by **Md. Mahbubul Hoque Patowary**, Deputy Chief of ERD; **Syed Mahbub Hasan**, Additional Secretary, LGD; **Khandokar Anwarul Islam**, Additional Secretary, Cabinet Division; **Kabir Bin Anwar**, Director PMO; **Md. Rafiqul Islam**, Deputy Secretary, Planning Division. There were also representatives from A2I Project, NGO and UNDP CO.

The objective of this Initiation Plan is to develop the next phase of UNDP support towards implementation of the ICT for Development vision as laid out in the SPDB. The key undertakings of the Initiation Plan will be the: (1) Formulation of the next phase of support; (2) Building on the key elements of the One Stop Service Delivery model; (3) Delivering proof of concept for a decentralized NPR and (4) Institutionalizing of the CIO Network and consolidating of e-leadership.

The GOB and the other participants endorsed the Initiation Plan with further amendment. Below are the discussion and comments made by the participants.

The key presentation was presented by Mr. Aftab Ahmad, Programme Analyst, Policy Support and Communications Team, UNDP and details were also discussed by KAM Morshed, ACD, PSCT and Anir Chowdhury, Policy Advisor, A2i project.

Key discussion / comments and decisions:

Additional Secretary, Cabinet Division: He requested to clarify the total allocation and to include ToR of Consultants in the initiation Plan. KAM Morshed replied that Initiation Plan is a very brief document that is why the TOR of consultants are not attached but an abridged version will be included. He also clarified that the IP will be using a TRAC resource.

Additional Secretary, LGD: He mentioned that there is no mechanism to monitor the UISC's activities, so, he proposed to develop some built in mechanism for monitoring. At present for any information or communication they have to depend on DDLG or UNOs. Mr. Anir clarified that at present for monitoring there are 3 mechanisms: 1) Online Monitoring Tool, 2) TOT and 3) Private sector Initiatives. KAM Morshed added that the monitoring mechanism can be added with UPZP and UPGP. This can be integrated with the LGD.

Chair: He mentioned that there should be some articulation of the links of UPGP and UPZP in the IP document. He also added that this project is not a continuation of A2I rather it is a new project with new initiation.

Additional Secretary, Cabinet Division: He pointed out that in the Initiation Plan there is an error in the budget which should be corrected.

Sookhee Kwak, Gender Specialist, UNDP: She suggested reflecting gender issues and E-Commerce Frame work in the Project. Cabinet Additional Secretary clarified that gender initiatives are already incorporated in all Government project.

Chair: A project may consider developing an analysis of women in ICT. The evaluation should also be focusing on gender. Gender issues should factored into the IP. The evaluation itself can take this under consideration.

Jessica Murray, ACD, RRMC, UNDP: Implementing partner should be clarified in IP. Organizational responsibilities should be included in the budget. If it is under the DEX modality the implementing authority can be only UNDP. Otherwise the IP has to be signed by GoB.

Chair: If this IP is implemented with PMO as a partner this would be the first case of an IP/ PA being implemented with a partner by UNDP.

Additional Secretary, Cabinet Division: He clarified that if the IP initiatives fall under the new UNDAF 2012 -2016 than it doesn't need to be signed by the GoB.

Md Forhad Uddin, DPD, D-Net, NGO: He asked whether there are any plans to find out how people will be benefited from these initiatives. Mr. Anir assured that for such assessment will be done by UISC.

Additional Secretary, Cabinet Division: He remarked from his experience that the more remote the UISC service centres, the more beneficial it has been.

Hong Young, ACD, Governance, UNDP: She commented that two weeks for assessment is too little in terms of impact the A2I may have in the economy. Maybe this time period is too ambitious. Service delivery mechanism is still vague in the district. Government structure should clear about service delivery jurisdiction.. She also added that there should be a monitoring mechanism for UISCs which do not deliver.

Chair: The IP can explore the possibilities of running a survey for qualitative data. This can be done through ToR and adequate time can be provided for this.

Additional Secretary, Cabinet Division: He proposed that the budget should have flexibility to handle emergency situations. KAM Morshed clarified that this IP is completely focused on development of the new project. So, we do not foresee any emergencies but nevertheless the budget has built in mechanism for reallocation in such cases.

Additional Secretary, LGD: He proposed that whether LGD be involved more closely in the capacity building initiative of DCs and ADCs who will be overseeing UISCs. Mr. Anir clarified that

the trainings are already given by the NILG but the Ministry can have immediate access to the UIISC blog which is very active and resourceful.

Chair: He mentioned that the UIISC is already been rolled out and waiting to be taken to the next level.

Jessica Murray, ACD, RRMC, UNDP: She proposed that the evaluators can develop indicators and targets. They can also formulate a monitoring plan. Aftab Ahmad mentioned that this can be built in to the TOR of the evaluators.

Md Forhad Uddin, DPD, D-Net, NGO: He proposed that Impact and outcome should be evaluated.

Chair: He requested that whether we can articulate a connection of the linkages in the IP document.

Decision:

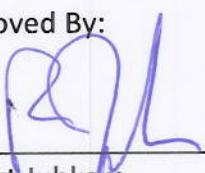
The meeting endorsed the Initiation Plan subject to necessary amendments and incorporation of comments.

The chair thanked all the participants in the LPAC for endorsement and assured that all the comments will be reflected in the IP.

Attachment:

Participant List

Approved By:



Robert Juhkam,
Resident Representative, a. i.
UNDP Bangladesh

LPAC Suggestions and Comments	How it was addressed
Brief TORs for Consultants to be incorporated in the IP	Incorporated
Articulation of links of the IP to UPGP and UGP in the document	Incorporated
Rectification of errors in the Budgets	Done
Reflecting Gender issues and E-Commerce Framework	Incorporated
Evaluation should incorporate Gender data and issues	Planned
Clarifying organizational responsibilities in the budget given the fact that it is a DEX IP	Done
Assigning more time to the Evaluation Mission to be more effective	Planned
Incorporating a small-scale survey in the Evaluation Mission to gather qualitative data as well as developing indicators and targets and a monitoring framework	Planned

LPAC for Support to Digital Bangladesh Draft Initiation Plan

Date: Thursday, 23 June 2011

Time: 10:30am

Participants List:

Sl.#	Name	Designation	Organisation	Signature
1.	MD FORHAD UDDIN	Deputy Director	D. Net	
2.	Steven Goldfinch	Programme Specialist	UNDP	
3.	Md. Monowarul Haque Islam	Deputy Chief	ERD	
4.	JESSICA MURPHY	A2O, PAMC	UNDP	
5.	Syed Nurbabol Hasan	Additional Secretary LAD	LAD	
6.	Khanikur Anwarul Islam	Addl. Secy. Cabinet Cabinet Division	Cabinet Division	
7.	MUNIRA ZAMAN	Programme Analyst	UNDP	
8.	Yong Hung	A2B-201	UNDP	
9.	KA M HOSSAIN	SED	UNDP	
10.	KABIR BIK ANWAR DIR AD.	PAMC PAM	PMO	
11.	ANIR CHOWDHURY	Policy Advisor, A2I	PMO/UNDP	
12.	Md. Rafiqul Islam	DS, Planning Division	Planning Division	- 023-06-11
13.	Naimuzzaman Mukta	Local Development Expert	A2I	
14.	Fargana Sultana	Programme Associate	A2I	
15.	Shabnam Shaila	Capacity Development Ass't	A2I	
16.	Rizwan Islam	Finance Expert	A2I	
17.	Sharmin Fuad	Prog. Associate, PSCI		
18.	Aftab Ahmad	Prog Analyst, PSCI	UNDP	
19.	ROBERT JUTKAM	DCD-P	UNDP	
20.				

RRMC's SERVICE REQUEST FORM

(To be used for requesting services)



REQUEST DATE: 23/06/2011

ATTENTION: Programme Specialist/Analyst
RRMC

ASSIGNED TO: _____ DATE: _____

TARGET OF COMPLETION BY: _____

SERVICE REQUESTED BY:

CLUSTER: Democratic Governance POLICY SUPPORT & COMMUNICATION

E-mail address :

Signature:

NAME OF THE PROJECT/CLUSTER:

SUPPORT TO DIGITAL BANGLADESH - INITIATION PLAN

SERVICE REQUEST RELEVANT WITH:

- 1) Fund Management
- 2) Budget/AWP
- 3) Donor Agreement
- 4) ATLAS Support
- 5) Others

BRIEF DESCRIPTION OF SERVICE
REQUIRED:

1. VETTING
2. SETTING UP ATLAS ID

ATTACHMENTS SUBMITTED ALONG
WITH THE SRF :

1. IP DOCUMENT
2. LAC MINUTES

SERVICE INSTRUCTIONS:

OBSERVATION IF ANY:

COMPLETION DATE: 23/06/2011 SIGNATURE:

