

**Government of the People's Republic of Bangladesh  
And  
United Nations Development Programme**

**Project Document**

**Donor agencies** : UNDP

**Implementing partner** : Ministry of Planning  
(Designated institution ie formerly executing agency)

**Other Partners** : Planning Division (Lead Agency), ERD and IMED  
(formerly implementing agencies)

**Other UN Partners** : International Telecommunication Union - ITU  
(formerly implementing agencies)

**Title of Project (Number)** : Assistance to SICT for Strengthening Planning Division, ERD and IMED – BGD/04/005

**Brief Description:**

Information and Communication Technology (ICT) can play a crucial role in empowering developing countries with an effective tool for improving governance. Bangladesh is at the threshold of introducing e-Government at a broad level throughout major government offices across the nation and also initiating various online citizen services. In order to implement and coordinate all these activities, a Program called the Support to ICT Task Force (SICT) has been initiated at the Planning Division, Ministry of Planning, and with the directives of the National ICT Task Force, headed by the Honorable Prime Minister.

The real benefits of e-Government come about when related government offices are inter-connected and integrated. This allows the offices to access each other's resources and databases instantaneously, share electronic files and documents, communicate more efficiently and integrate decision-making and development efforts.

This project intends to facilitate SICT Program's initiatives to enhance e-Government by inter-connecting some key policy-making and monitoring institutions, mainly focusing on Planning Division, ERD (Economic Relations Division) and IMED. This project proposes to undertake projects along the following three tracks: (1) Strategic inter-connectivity among government institutions; (2) Integrated electronic services for facilitating e-Government; (3) Capacity building/ training of government staff.

**Agreed by  
(Government):**  
**Ministry of Finance**



M. Mokhles ur Rahman  
Joint Secretary  
Economic Relations Division  
Ministry of Finance  
Govt. of the People's Republic of  
Bangladesh

**Date:** 06 JUN 2005


**Agreed by  
(Implementing partner):**  
**Planning Division**



**SASM Taifur**  
Division Chief (Agriculture)  
Planning Commission  
Ministry of Planning

**Date:** 06 JUN 2005

**Agreed by (UNDP)** **Jørgen Lissner, Resident Representative**



**Jørgen Lissner**  
Resident Representative  
UNDP, Dhaka  
Bangladesh

**Date:** 06 JUN 2005

<b>UNDAF Outcome(s)/Indicator(s):</b> <i>(Link to UNDAF outcome., If no UNDAF, leave blank)</i>	<b>Draft UNDAF outcome relevant to the project is:</b> <b>CPO:</b> The system of public administration becomes more efficient, transparent, and accountable at the central and local levels. <b>Outputs:</b> <ul style="list-style-type: none"> <li>▪ Key Government agencies reengineer their business processes to strengthen their efficiency, transparency, accountability, and coordination of development assistance.</li> <li>▪ The Government introduces e-citizen services.</li> <li>▪ Telecommunications governance improves and expands ICT access and affordability.</li> </ul>
<b>Expected Outcome(s)/Indicator(s):</b> <i>(Those that are linked to the project, are extracted from the CP and are linked to the SRF/MYFF goal and service line)</i>	<b>Core Result:</b> ICT for Development strategy in e-governance defined, including programme implementation in BTRC, PMO, Assistance to SICT through Planning commission, ERD & IMED, MoEF and Networking of Rural Community Centres-BRAC-BBC-MSULP  <b>MYFF Goal 1:</b> Achieving the MDGs and reducing human poverty; <b>Service line 1.8:</b> Making ICTD work for the poor  <b>And</b>  <b>MYFF Goal 2:</b> Fostering democratic governance; <b>Service line 2.5:</b> e-governance and access to information
<b>Expected Output(s)/Indicator(s):</b> <i>(Those that are linked to the project, are extracted from the CP and are linked to the SRF/MYFF goal and service line)</i>	<b>Provisional CP:</b> Multi-sectoral, multi-partnership ICT interventions in e-Governance / e-citizen services.

**Programme Details:**

Programme (CP) Period:	<b>2001 - 2005</b>
Project Title:	Assistance to SICT
Project Code:	ATLAS _____ BD-1 (_____) * <b>BGD/04/005/A/01/99</b>
Project Duration:	Three Years, June 2005 To May 2008

\* ATLAS approval date

**Budget Details: US\$ 2,371,446**

Allocated Resources:	Previous Input (Code " ")	Present Input (Code "A")	Variation
UNDP Regular (TRAC) <sup>1</sup>		1,000,000	
Other Donors (Cost sharing)		1,371,446	
Total		2,371,466	

GoB contribution (in CASH) TK. 13,174,560.00 (including CD VAT and others)

<sup>1</sup> 1US\$ = 60.07BTK (Jan 05)



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## ACRONYMS

ADP	Annual Development Programme
ATM	Asynchronous Transfer Mode
BBS	Bangladesh Bureau of Statistics
BCC	Bangladesh Computer Council
BUET	Bangladesh University of Engineering and Technology
ERD	Economic Relations Division
FABA	Foreign Aid Budget and Accounts
FIVIM	Food Insecurity and Vulnerability Information and Mapping system
FMRP	Financial Management Reform Project
GOB	Government of Bangladesh
ICT	Information and Communication Technology
IMED	Implementation, Monitoring and Evaluation Division
IP	Internet Protocol
ISPAA	Information System for Project Analysis and Appraisal
ITU	International Telecommunication Union
LAN	Local Area Network
LGD	Local Government Department
LGED	Local Government Engineering Department
MoAG	Ministry of Agriculture
MoF	Ministry of Finance
MoSICT	Ministry of Science, Information and Communication Technology
PMO	Prime Minister's Office
PP	Project Proforma
RADP	Revised Annual Development Programme
RF	Radio Frequency
SICT	Support to ICT Task force
SISP	Strengthening Institutional Systems in Planning
SPPP	Strengthening Project Portfolio Performance
TAPP	Technical Assistance Project Proforma
WAN	Wide Area Network



## Part Ia. Situation Analysis

### Background

Considering the importance of information and communication technology (ICT) for social and economic development, the Government of Bangladesh has formed a national ICT Task Force with Honorable Prime Minister as its Chairperson. It has also come up with a comprehensive National ICT Policy in September 2002. Bangladesh has joined a consortium, which will connect it to the international gateway through a fiber-optic pathway by 2006. Review of cyber laws is on-going to strengthen e-commerce, e-banking as well electronic authorization and certification. One important area of emphasis by the ICT Task Force is in the area of e-Government through which the government intends to create a more efficient and transparent governance system. To further solidify its commitment, the ICT Task Force has formed a program titled "Support to ICT Task Force", which is designed to provide support and implement e-Government initiatives throughout the government. The SICT Program is based in the Planning Division under the Ministry of Planning.

SICT currently has 17 projects that are at various stages of implementation. They are listed below:

1. Interactive Website of Ministry of Land
2. Land record archiving at Manikganj Record Room under the Ministry of Land
3. Online Daily Market Price for Ministry of Agriculture
4. Online Results of Public Exams and Online Education Statistics under Ministry of Education
5. Interactive Website of Ministry of Expatriate Welfare
6. Interactive Website of Ministry of Labor
7. Automation of Dhaka Passport Office under Ministry of Home
8. Automation of GM North's Office under Ministry of Telecommunication
9. Interactive Website for Cabinet Division
10. Automation of Result Processing at Bangladesh Public Service Commission
11. Process Automation at Bangladesh Livestock Research Institute
12. Process Automation at Board of Investment
13. Connectivity and Process Automation of Bangladesh Tea Board
14. Process Automation at Post Office
15. Process Automation at Armed Forces Division
16. Video-Conferencing
17. e-Police

Since the Planning Division hosts the SICT programme, it is now at a national center-stage for implementation of e-Government in the country. And over the last few years, the Division has created a track record for pioneering e-Government activities, details of which appear below.

### Current Situation of e-Government

To build a strong foundation for e-Government, the nation must build up strength in three core areas:

1. ICT infrastructure within the government;
2. e-Government services for transparent and more efficient decision-making within the government;
3. Capacity building among government officials and staff to ensure a culture of utilization of Information Communication Technology.

A brief analysis of the status and challenges in each of these areas follows. Each section begins with a brief overview of the national scenario, and then provides an insight into the existing situation at government offices in the Bangladesh Planning Commission Campus,



namely Planning Division, ERD (Economic Relations Division) and IMED (Implementation, Monitoring and Evaluation Division).

## **Situation of ICT Infrastructure in the Government**

### *National Scenario*

Network connectivity within the Bangladeshi government has made considerable progress over the last two years. A recent nation-wide survey on e-Government found that more than 75% of the government offices at the level of ministry / division / department / corporation have dial-up Internet connection. About 10% have broadband, while less than 5% have radio-link connectivity. About 40% of the government offices at the level of ministry / division / department / corporation have internal office network through LAN (Local Area Network).

### *Scenario at the Bangladesh Planning Commission Campus*

One of the biggest LAN set-up in the government has been established at the Planning Commission Campus, connecting six divisions, NEC (National Economic Council), IMED and ERD. A fiber optic backbone connects twenty buildings in the campus.

In the area of inter-connectivity among the government offices, Bangladesh is still at a very nascent stage. The Planning Division, under the Ministry of Planning, has taken a pioneering step towards setting up inter-connectivity among key government offices, including the Planning Commission, Prime Minister's Office (PMO) and key ministries at the Secretariat, namely the Ministry of Finance, Ministry of Establishment, Ministry of Science and ICT, Ministry of Agriculture and the Ministry of Local Government and Rural Development (LGRD). The connectivity is done through radio-link towers placed at the Planning Commission, PMO and the Secretariat. The network has enabled crucial databases to be accessed and information to be shared from anywhere in this huge network of important government offices. This aspect is discussed further in the section on 'Strategy'.

The challenge, however, lies in the maintenance of the LAN set up within the Planning Division and the WAN, which connects the Planning Commission, PMO and the Secretariat. These network systems were established under a GOB-DFID funded project called 'Strengthening Institutional Systems in Planning' (SISP), which ended in December of 2003. Along with the completion of the project, the entire technical team, comprising mainly of private consultants, has been disbanded. Currently, a small government team is maintaining the network systems, but the technical strength and reliability of this team is not of acceptable standards. The government, therefore, needs to set up a reliable system to maintain and update this important inter-governmental network and also to develop customized software to make full utilization of the connectivity. These changes are required to bring about a transformation in the business process of the government.

## **Situation of e-Government Services**

### *National Scenario*

Different government offices have developed their own e-Government services, primarily through customized software and databases. A survey found that 24% of the Ministries, 60% of the Divisions, 25% of the Departments and 41% of the Corporations across the country use customized software. A few notable examples include the budgeting software at the Ministry of Finance, GIS-based software on educational statistics at the Ministry of Education, Electronic Birth Registration System at Rajshahi City Corporation, MIS for management of Hajj at the Ministry of Religious Affairs, and the Project Tracking System at the Ministry of Communications.



Some examples of important databases created include database of all ADP (Annual Development Program) projects, database of infrastructure contractors, database of schedule of rates for different physical infrastructure-building projects, database of government tenders, database of academic institutions, and database of government employees.

#### *Scenario at the Bangladesh Planning Commission Campus*

The Planning Division has also developed its own set of e-Government services available through its internal Intranet. Some of the key features of the services available through the Intranet are the following:

- ✓ File and document sharing facilities
- ✓ Video-conferencing
- ✓ Web-based e-mail system
- ✓ Web-based meeting scheduling system
- ✓ Electronic Notice Board
- ✓ Digital Library containing policies of Bangladesh in searchable format, minutes of meetings, other useful documents etc.
- ✓ ADP database facilities
- ✓ Software for tracking movement of files

Several units of ERD have created customized software, although their current use is not optimal. The Foreign Aid Budget and Accounts (FABA) at ERD is using a software called Debt Management and Financial Analysis System (DMFAS) to keep track of debt payments to donors, commitments from donors and disbursements to relevant government offices. However, due to several drawbacks with this system, it cannot provide a complete financial management solution to FABA. The Europe Wing at ERD has also created customized software, the most notable of which is the Project Management Information System, which provides useful information on individual projects. However, the system is not complete due to the fact that its reporting features are static and does not meet its users' demand satisfactorily. The system is also not integrated with the accounting and monitoring of projects.

IMED has developed a Project Monitoring Information System (PMIS) under the (Strengthening Project Portfolio Performance) SPPP Project. The system is being currently used for facilitation in storing and retrieving data about physical and financial progress of projects. The MIS, although useful, has great scope for further improvement in terms of reporting flexibility and access control at different levels. There is also scope for more effective handling of queries that need analysis of information from multiple projects and producing reports in a consolidated form.

### **Situation of Capacity Building among Government Officials and Staff**

#### *National Scenario*

A nation-wide e-Government survey found that at the Ministry/ Division level, the percentages of officers and staff trained in IT are 28% and 29% respectively. At the Department/Corporation level, the figures stand at 23% and 7% respectively. Since most offices do not have in-house training facilities, they rely on external training institutes such as Bangladesh Computer Council, APD (Academy for Planning and Development), FIMA (spell out), BPATC (Bangladesh Public Administration Training Center), private training institutes and academic institutions such as Bangladesh University of Engineering and Technology (BUET) and Dhaka University.

There is a common complaint among government employees that the class-room-based training offered by the different training institutions is not very effective. This can be attributed to several factors. First, the government employees often forget what was taught



due to a lack of practice. Secondly, most of the training facilities do not have Internet connectivity, therefore Internet or other network-based services are not included as part of the curriculum in many of the training sessions, Third, the training tends to focus too much on basic typing skills, which has a counter-productive result since the officers think it is 'demeaning' to learn to type. The government has not yet formulated a standardized curriculum for ICT training of government officials, nor are there any specific policy guidelines for government-wide capacity building in IT.

#### *Scenario at the Bangladesh Planning Commission Campus*

Under the SISP Project, the Planning Division has also set up a training program by establishing a central Training Center and seven computer labs within the Planning Commission Campus. Since the Center and the labs have continuous Internet connectivity, the training programs at the Planning Division provide training to the officials on how to access the Internet. They also provide training on use of the different services offered through the Planning Commission Intranet, in addition to training on basic computer skills such as typing, using spreadsheets and making presentations. As of November 2003, some 369 government officials from within the Planning Commission campus have been trained.

However, with the completion of the SISP project, the training program has lost most of its management team and is now running on an ad hoc basis. There is a growing need and a growing demand within the campus and outside, especially among officials based at the Secretariat for this type of training to continue. As a result of the training programs under SISP and other projects, the knowledge on IT among officials in the Planning Commission Campus is relatively better than most other government offices.

In ERD, approximately half of the Class- I officials have basic computer literacy, and about one-third of the officials are capable of using the Internet for e-mail and other purposes. Also, about half of Class-III officials have basic computer literacy. But less than 15 percent of Class-II officials have IT proficiency. In IMED, almost all officers and staff have a minimum level of IT training. More than 100 officers and staff have been given training on Project Monitoring Information System currently being used at IMED. A team of 10 officers and 6 staff at IMED are being given advanced training on administration of PMIS, relevant programming languages, network administration, hardware maintenance, etc.

#### **Areas of UNDP's Support**

UNDP is well positioned to accelerate the use of ICT through its experience in the field of adopting ICT applications for e-government. UNDP's potential contribution stems from its traditional comparative advantages and strengths as a development organization and experience in helping countries worldwide adopt e-government / e-governance through its own operations as well as through strategic partnerships.

UNDP has a strong presence in the ICT sector in Bangladesh. Assistance to SICT in implementing National ICT Task Force Goals and its objectives would leverage UNDP's experience in ICT initiatives which range from assisting in the formulation of ICT policy, implementation of internet technologies and facilitate connectivity, to the development of human resources in technical fields such as e-government, web based e-citizen services and management, and to training network engineers and specialists. UNDP is supporting the ICT and Telecom sector through several initiatives which includes:

- a) *Sustainable Development Networking Programme (SDNP)*, a pioneering UNDP ICT for Development initiative is supporting multiple ICT activities. SDNP Bangladesh was created when there were just a few ISPs in the country and was envisioned to provide connectivity on a not-for profit basis to research organizations, universities, CSOs, NGOs, UN Agencies, projects, etc. Today, SDNP has positioned itself as a content provider for Sustainable Development-related information to the same target group as well as a pioneer in piloting small-scale ICT initiatives in the country.



- b) In the area of ICT capacity building and increasing the number of skilled network engineers and professions, *UNDP's partnership with CISCO* has helped BUET become an accredited regional academy for networking academy programmes. Seven technical universities and institutions, throughout the country, were identified and established as local academies under BUET.
- c) Strengthening the Institutional Capacity of Bangladesh Telecommunication Regulatory Commission (BTRC): This project intends to strengthen the regulatory framework to enable broader participation, enhance timely access to affordable telecommunications services at acceptable quality and to bridge the digital divide. This project will establish computer aided Regulatory Information System; Interconnections of licensed operator networks (PoI); network of consumer's societies with BTRC; review and customize generic licensing requirements to facilitate realization of the sector policy and the sector performance targets. This initiative contributes to achieving the Millennium Development Goal (MDG 8) and developing a global partnership for development and Target-18 of MDG-8. In co-operation with the private sector, the project will make available the benefits of new technologies, especially information and communication.
- d) The UNDP has recently supported the publication of the ICT country paper for Bangladesh's participation in World Summit on Information Society (WSIS).
- e) The UNDP-financed project, Sustainable Environmental Management Programme (SEMP) is introducing re-engineered core business processes to the Ministry of Environment and Forestry.
- f) "Strengthening Parliamentary Democracy" project: Apart from introducing basic e-documentation functionalities and automation of business processes, the project has- helped to sensitize and train Members of Parliament in the use of ICT and internet technologies in the legislative work.
- g) Election Commission: Improved governance through creating a gender-disaggregated electronic electoral database through a Management Information System that maintains electronic registration of voters, and provides improved monitoring and reporting of election results.
- h) Strengthening the ICT Capacity of Prime Minister's Office: This project includes strengthening of the Prime Minister's Office through building its ICT capacity and bringing cultural and attitudinal changes towards e-government processes. The short term activities will lead to the formulation of comprehensive action plan for e-government and implementation, including business process reengineering for bringing transparency and efficiency in administration.

## Part 1b. Strategy

Bangladesh is at a stage where most e-Government activities are limited to individual government offices. ICT systems have been developed in an isolated way with little integration among offices. The real benefits of e-Government occur when related government offices become inter-connected and integrated, allowing them to access each other's resources and databases instantaneously, share electronic files and documents, communicate more efficiently and integrate decision-making and development efforts. The major objective of this project is to drive the national development of e-Government towards that path.

One of the main recommendations of the ICT Policy 2002 (drafted by the National ICT Task Force) is to inter-connect all government offices so that they can share "databases having the capacity to store and supply rapidly all necessary information on the economic, cultural and social situation of the country". To reach the goals of the National ICT Task Force and to attain the UN Millennium Development Goal of an improved, more efficient and transparent governance, there is a definite need to maintain and expand inter-connectivity among key government institutions. This would allow officials from these institutions to share information instantaneously, access the national databases and integrate their activities.



As part of this strategy, a four-pronged approach may be undertaken, namely: (i) to provide common Intranet-based e-Government services to all the connected offices; (ii) to provide integrated access to existing IT systems and databases in different offices; (iii) to develop ICT systems for the Planning Division, ERD and IMED; (iv) to provide technical assistance to SICT's Digital Town Program so that these ICT systems are accessible from the district-level, as required.

Under the first approach, a common Intranet may be created with the following services, with accessibility options defined according to the needs of the individual offices:

- access to facilities such as a web-based e-mail system, meeting scheduling system etc.
- electronic notice boards that can be updated by administrators of any of the offices connected to the WAN
- digital library system containing policies of Bangladesh in searchable format, minutes of meetings, other useful documents etc.
- web-based software for tracking movement of files
- access to the ADP database at the Planning Commission that gives information on projects undertaken by ADP
- access to the Project Appraisal Template
- access to government forms

Under the second approach, existing databases may be made accessible from different government offices connected under the network. Some of the benefits that such sharing will bring are the following:

- access to the Government Employee database at the Ministry of Establishment
- access to databases on different social and economic projects at the Ministry of Local Government and Rural Development, including statistics on local government administration
- access to databases based at the Prime Minister's Office, including databases on daily power consumption and daily prices of crucial commodities
- access to databases based at the Ministry of Finance, including databases on revenue budget, taxation, customs etc.
- facilitate metadata standardization, which is crucial for efficient retrieval of needed data and also for integration of the different databases

It is important to recognize that all offices connected to the WAN will share these benefits. And this will be a milestone achievement in going towards a more integrated governance system through the use of ICTs, and a major step forward from isolated individual office-centric governance.

Under the third approach, integrated IT systems may be developed for the Planning Division, IMED and ERD, so that these three key policy-making and monitoring bodies, located in a single campus can carry out their activities in a more efficient and integrated manner.

The software modules for Planning Division may include the following:

- a) *Project Management Information System*: This includes services such as Electronic PP (Project Proforma) system, Project Tracking Software, Expenditure Information System etc.
- b) *File Management System*: This includes services such as tracking of file movement, digital files etc.
- c) *Data Information and Knowledge System*: This includes services such as online accessible data-warehousing of databases
- d) *Enhanced Communication System*: This includes various communication services in the proposed integrated network system.

The software modules for ERD may include the following:

- a) *Project Management Information System*: The Project Management Information System should contain detailed information about each of the on-going projects,



with different information access and update options according to the needs of the ERD officers at different levels. The system should have strong, easy, efficient and user-friendly reporting features on financial aspects of the projects, such as disbursement. The system should also be integrated with the accounting system at FABA, and also with project monitoring systems at ERD and IMED.

- b) *Database of Consultants*: There should be an information system on consultants based at different donor-funded projects. This system should also have strong reporting features based on the needs of the ERD officers at different levels.
- c) *Library Management System for ERDOC*: There should be an efficient and user-friendly library management system at ERDOC, so that users at any location in the internal network can check the availability of books, journals and other documents through the Intranet. Digital access to certain important documents such as negotiations or contracts may also be made available through this system.

The software modules for IMED may include the following:

- a) *Project Monitoring Information System*: The Project Monitoring Information System should be enhanced to allow greater flexibility and integration with other information systems at ERD and the Planning Division. The enhancement should take into consideration the following issues in light of the shortcomings of the existing system:
  - *Data-Entry Decentralization*: Currently, all data about different projects are being manually entered in IMED, which is a huge task considering the large number of projects and the frequency of corresponding progress reports. This data-entry process needs to be decentralized to the concerned ministries or executing agencies. Even if 5 to 10 of the executive agencies with the largest number of projects enter their information electronically, it will significantly reduce the workload of IMED and the officials will be able to spend time doing analytical work. (The initial backlog data entry is a substantial task and may be done by IMED's data-entry operators through a special financial compensation package.)
  - *Reporting Flexibility*: The system should have strong reporting features so that officials can gradually rely on it for information. It should allow dynamic reporting, so that users can choose the data-fields on which they want to generate reports. The system should also allow queries that would allow data to be analyzed from multiple related projects and produce reports in a consolidated form, for example, queries can be done on how many kilometers of road have been constructed in the entire country in a fiscal year.
  - *Standardization of Codification*: Different government institutions use different codes and headings for a single item. This often makes national level data analysis difficult. For this reason, standardization of codes and nomenclature should be a primary focus when developing the information systems.
  - *Integration with Other Information Systems*: The PMIS should be integrated with related information systems at ERD and the Planning Division to ensure that the same information is not entered more than once at different government offices.
  - *Accessibility of Required Information From Outside IMED*: The system should allow selective accessibility from outside IMED, so that officials from ERD, the Planning Division, the Prime Minister's Office or the Ministry of Finance can access required information electronically and generate reports based on their requirements.
  - *Crosschecking financial information with AG Office*: The system should also allow cross-checking of different financial information with records of AG office. A project called FMRP (Financial Management Reform Project) is in the process of developing financial databases, with which an interface should be considered.



- b) *Project Evaluation Information System*: This system can be used to facilitate the activities of the Evaluation Wing of IMED. The system can store and retrieve evaluation information from different completed project efficiently.

It is important to note that many of the above modules will have overlapping and integrated components, for which the systems study and software development for all the three bodies will have to be done jointly. Data from existing databases may be migrated to the integrated information systems that will be developed.

Some common modules for the respective administration wings of the three bodies would be payroll, personnel management information system, and inventory management system. Another common component would be upgrading the websites of each of the respective bodies, in order to make them dynamic and linked to the databases that will be built.

One major focus of this project will be to build human capacity within the government, particularly the offices which will be users of the ICT systems developed under the project. Specific emphasis will be given on issues of change management to facilitate the officers and staff through the process of transition towards e-Government. The focal points from the three implementing agencies will be given special training on managing and coordinating ICT projects.

The SICT Program, having been based at the Planning Division, is in a key position to manage the services associated with this strategically significant inter-governmental network. To create a more efficient and transparent governance system, SICT is seeking assistance from UNDP in the following areas:

- a) Strategic reliable inter-connectivity among Government institutions
- b) Network-based e-Government applications
- c) ICT capacity building/ training of Government officials and staff
- d) Re-engineering business processes for more efficient functioning of the government

One of the important lessons learnt from SISP is that a phase-wise approach should be taken to reduce maintenance hazards, allow gradual adoption of technologies and avoid potentially expensive mistakes. In light of that, the approach to maintaining and expanding the network may be divided into three phases.

#### **Phase I: (6 months)**

The following tasks will be undertaken in Phase I:

- *Creation of network maintenance team*: A strong maintenance team will be created for maintaining the LAN within Planning Commission Campus and also the inter-connectivity (WAN) between the Planning Commission, the Prime Minister's Office, key ministries at the Secretariat, namely Ministry of Finance, Ministry of Establishment, Ministry of Science & ICT, Ministry of Agriculture, Ministry of Local Government & Rural Development and some other key training Institutions such as BPATC, BCSAA, NEAM etc., The team will be based at the Planning Division and will comprise of experts in LAN/WAN management, systems administrators and hardware maintenance engineers.
- *Study on optimal network design and maintenance strategy*: A baseline survey-based study will be undertaken to create an optimal network design for efficient maintenance, keeping in mind future needs for expansion. Study will provide various options for strategic reliable connectivity with high bandwidth.
- *Provide existing services to all connected in WAN*: The facilities now available through the Intranet at the Planning Commission will be extended to all offices connected to the WAN. The existing services center around communication, sharing



of information and access to ADP database and Information System for Project Analysis and Appraisal (ISPAA).

- *Needs-assessment for expansion of e-Government services:* A study will be undertaken to identify needs for further enhancement of e-Government services. Since databases in different offices will be available, the study will bring out how those databases can be accessed in a customized way according to individual requirements (different offices may have different information needs from the same database). This will include needs-assessment for the integrated system for Planning Division, ERD and IMED.
- *Capacity building for use of existing e-Government services:* Since the existing services will be made available to all offices connected to WAN, the training program at the Planning Commission will be expanded to include officials from other offices, specially those from the Secretariat. The Training Center at the Planning Division (now at the SICT Office) along with seven other computer labs will be used for the purposes of training. A full-time training management will be engaged to identify needs, track progress and coordinate the training program, and also to evaluate on-the-job efficiency improvements due to training. There will also be personnel for providing on-the-job real-time support to officers and staff.

### **Phase II: (18 months)**

The following tasks will be undertaken in Phase II:

- *Establish strategic affordable, reliable connectivity and update the existing network set-up:* Based on the study done during the Phase-I, a strategic affordable, reliable connectivity will be established among the identified institutions, for high bandwidth, with the **Planning Commission Campus Central Hub** (PCCCH) and the existing network set-up will be updated.
- *Evaluation of network system:* An evaluation study will be undertaken to verify network performance for expected efficiency of the network system, and also to document the lessons learnt from the maintenance of the network system.
- *Needs-analysis study for expansion of the network:* A needs-assessment study will be undertaken to devise a strategy to extend the connectivity to other key government institutions in the Sher-e-Bangla Nagar area and the Secretariat so as to keep connectivity costs to a minimum while maximizing the number of important government offices getting access to databases and other information systems in the WAN. There are several crucial government organizations, which are located within a kilometer distance from the Planning Commission, which have databases crucial for policy-making. Some of them are Local Government Engineering Department (LGED), Bangladesh Bureau of Statistics (BBS) and Bangladesh Computer Council (BCC) – each of which provides unique advantages:
  - o LGED has various detailed GIS-based maps and statistics on individual zones around the country.
  - o BBS has the national databank, which stores historical statistics about socio-economic data.
  - o BCC has an under-utilized supercomputer that can be used to host various databases and can also serve as a backup server to important databases.

Study will also be undertaken to provide link with other related project such as DMFAS and FIVIM.

- *Development of e-Government services based on study in Phase I:* Based on the result of the study undertaken in Phase I, the development of e-Government application services will be undertaken. The software modules for different bodies, such as the Planning Division, ERD and IMED, will be delivered and tested by users in this phase.



- *Expansion of capacity building programs:* The capacity building program will be enhanced to incorporate the new e-Government services introduced.

### **Phase III: (12 months)**

The following tasks will be undertaken in Phase III:

- *Extend Network connectivity on the basis of the study:* WAN connectivity will be expanded to other offices in the Sher-e-Bangla Nagar region and in the Secretariat in accordance to the results of the study.
- *e-Government services to go into full operation:* After thorough user-testing, the newly developed e-Government services for Planning Division, ERD and IMED will achieve full-scale operations.
- *Capacity building according to expansion plan:* Capacity-building programs will be expanded according to the expansion of the network to include officials and staff from the offices connected to the WAN in Phase III.

### **Sustainability**

At the end of the project, the government will use its own resource to conduct the hardware and software maintenance of the entire system. The ICT Policy 2002 states that the government will spend 2% of its ADP on ICT by 2006, which includes maintenance and updating of established IT systems. Also, the Planning Division has a few IT-related positions, which are in the process of being incorporated into the revenue budget. The positions include one Sr. Programmer, two Programmers, one Sr. Maintenance Engineer, and one Data Entry Control Supervisor. These permanent IT personnel can be suitably trained so that they are able to take up various responsibilities to ensure sustainability of the IT systems with government's own funding. IMED already has post for three Programmers and 1 System Analyst from cadre service (it may be imperative to add one or two more positions from non-cadre service). IMED also has three Data Entry Control Supervisors. ERD currently has an IT Human Resource Team, which consists of 1 Systems Analyst, 1 Programmer, 2 Assistant Programmers, 1 Senior Computer Operator and 3 Computer Operators. Among them two positions are currently vacant, namely a Systems Analyst and an Assistant Programmer. For sustainability of the ICT systems that will be developed in the Planning Division, ERD and IMED, special emphasis will be given to training the IT personnel so that they have full ownership over the maintenance of the systems after the UNDP-funded project ends.

There will be an explicit effort by the project to help internalize the ICT systems that will be developed in the day-to-day activities of the Planning Division, ERD and IMED. The necessary changes in governmental procedures, such as mandatory report generation using software, and communication through e-mail, will be brought about. A system for recognition (such as study tours) of most innovative and effective users of ICT will also be developed.

### **Part Ic. Inputs**

The inputs provided by the different stakeholders will be as follows:

#### **1. Planning Division**

- (a) The Planning Division shall designate a National Project Director, who will also be the focal point for the Planning Division. He/she will be responsible to coordinate the implementation of the project. The ToR of the NPD will conform to the National Execution Manual.






- (b) National Project Coordinator to provide technical advisory and project management support to the project, appointed under existing NEX guidelines. The TOR of the NPC is provided in Annex-4.
- (c) Planning division shall ensure all cooperation during the implementation of the project.
- (d) Planning Division shall provide adequate office space, secretarial/administrative support, minimal telecommunications support, Internet, other than that of transportation facility.
- (e) Planning Division shall constitute a technical committee, which will include members from UNDP and BCC. The Technical Committee, will suggest and guide the project on technical issues, procurement of ICT-related equipment. It will finalize the specifications of the ICT equipments and application development. The Technical Committee will report to the Project Steering Committee (PSC), which is described below under Part III.a. Management Arrangements.
- (f) Planning Division shall provide all necessary support for need-assessment analysis for the ICT systems.
- (g) Planning Division shall develop and provide its hardware and software procurement plan.
- (h) Planning Division shall develop and provide its training plan and support the project officials in assessing training needs.
- (i) Planning Division shall take all necessary actions to bring about procedural changes to embed the use of ICT systems in its day-to-day activities
- (j) Planning Division shall take full responsibility for maintaining and sustaining the system after the completion of the project.

## **2. ERD**

- a) ERD shall designate a focal point for the project. He/she will be responsible to coordinate the implementation of the project on behalf of ERD.
- b) ERD shall ensure all cooperation during the implementation of the project.
- c) ERD shall provide adequate office space, secretarial/administrative support, minimal telecommunications support, other than that of transportation facility.
- d) ERD shall provide all necessary support for need-assessment analysis for the ICT systems.
- e) ERD shall develop and provide its hardware and software procurement plan.
- f) ERD shall develop and provide its training plan and support the project officials in assessing training needs.
- g) ERD shall take all necessary actions to bring about procedural changes to embed the use of ICT systems in its day-to-day activities
- h) ERD shall take full responsibility for maintaining and sustaining the system after the completion of the project.

## **3. IMED**

- (a) IMED shall designate a focal point for the project. He/she will be responsible to coordinate the implementation of the project on behalf of IMED.
- (b) IMED shall ensure all cooperation during the implementation of the project.
- (c) IMED shall provide adequate office space, secretarial/administrative support, minimal telecommunications support, other than that of transportation facility.
- (d) IMED shall provide all necessary support for need-assessment analysis for the ICT systems.
- (e) IMED shall develop and provide its hardware and software procurement plan.
- (f) IMED shall develop and provide its training plan and support the project officials in assessing training needs.
- (g) IMED shall take all necessary actions to bring about procedural changes to embed the use of ICT systems in its day-to-day activities
- (h) IMED shall take full responsibility for maintaining and sustaining the system after the completion of the project.



#### **4. UNDP**

UNDP shall provide necessary support to establish strategic inter-connectivity among government institutions and its standardisation; Develop a strategy for communication; develop application software for e-government & e-citizen services and build ICT capacity of government officials / staff by providing training

UNDP will also provide inputs in the form of equipment, training, consultancy services and other facilities to develop applications for e-government and web based e-citizen services. UNDP will provide support to different project activities as per the request of the project. The detailed budget (US\$) of UNDP inputs is attached to this project document.

#### **5. Bangladesh Computer Council**

Bangladesh Computer Council (BCC) is the apex body of the Government of Bangladesh for assisting and advising the Government regarding use of ICT. BCC has been successfully involved in implementation of the ICT activities in PMO and other government departments. Representatives from BCC can contribute towards identifying how IT systems in different related offices can be integrated and relevant data interchanged seamlessly. Also, the Bangladesh Computer Council under the project, "Development of Infrastructure for IT Applications", has been able to set up high availability servers and infrastructure for sustained application development for e-government. The government is eager to utilize these infrastructures wherever possible to economize the cost.

The Bangladesh Computer Council will also be involved in technical design and appraisals of the activities. BCC from its past experiences as consultant to the government on ICT implementation activities will be able to provide the necessary inputs needed towards the successful implementation of the project.





## Part II. Problems to be addressed and Results framework

The table below summarizes the problem areas in e-Government that this project will address and the respective strategies that will be taken to tackle them.

Problem Areas of e-Government	Remedial Strategies
Isolated e-Government initiatives	Strategic inter-connectivity among Government institutions
e-Government services restricted to individual government offices	Network-based e-Government services that can shared by all inter-connected government offices
ICT training unplanned and haphazard	Holistic ICT training through careful analysis of needs and sustainability of ICT system

In order to implement e-Government systems and make them sustainable, the government will need to take some specific steps in re-organizing business processes, creating new incentive structures and make necessary legal modifications. Some of the steps that will be strongly encouraged during the implementation of this project are given below:

*Create incentive for championing ICT:* An incentive structure should be introduced for the promoters and champions of ICT in the government. The ICT Policy of Bangladesh states "ICT-literacy shall be evaluated in the ACR (Annual Confidential Report) of officials to ensure utilization of ICT in the public services". This policy statement has yet to materialize; however, it is being discussed at the highest levels. Awards or other honors from the Prime Minister or the President may be an effective way to begin to recognize the work of ICT champions in the Government.

*Allow revenue budget for recruitment of ICT human resource in government offices:* It is important to recruit ICT human resources through the revenue budget to ensure the sustainability of e-Government projects, many of which are launched under the development budget through financial assistance from donor agencies. Once donor involvement ends, many projects face serious financial challenges. To address this situation, the Government should implement a policy for the permanent recruitment of ICT human resources in government offices that have taken up medium to large-scale e-Government projects.

*Introduce Cyber Laws:* As the scope of e-Government services expands, the enactment of cyber laws is becoming increasingly important. Some of the issues to be included in the legal framework are laws to protect intellectual property; laws for acceptance of documents in electronic format (such as downloaded documents); cyber-terrorism laws that protect against unauthorized hacking; and laws to enable electronic authentication. There is a further need for an Electronic Certification Authority designated by the government, which should have the authority to provide electronic certification to organizations and individuals.

*Common Information Exchange Format:* Currently there is a lack of standards for information exchange. Since common electronic communication services will be introduced in a number of government offices under this program, common information exchange format is essential.

*Data Security:* Issues of data security will be ensured under this project, since it is highly critical for all government data to be safe from unauthorized access.



## Part IIa. Project Results and Resources Framework

<b>Intended Outcome:</b> To create a more efficient and transparent governance system through strengthening and inter-connecting key policy-making institutions of the country.			
<b>Applicable Strategies Area of Support:</b> Goal 1: Enabling Environment for Sustainable Human Development Sub-Goal 4: An efficient and accountable public sector			
<b>Partnership Strategy:</b> Planning Division, ERD and IMED will be partners in an endeavor to share critical and essential information which will make decision-making timely, transparent and effective			
<b>Project Title and Number:</b> Assistance to SICT in implementing ICT Task Force objectives, BGD/04/005			
<b>Immediate Objective 1:</b> To Establish Strategic reliable Inter-Connectivity Among Key Government Institutions.			
Intended Output	Output Target for years	Indicated Activities	Inputs
1.1 Inter-connectivity among key government institutions.	Phase I Network design for WAN	<b>Phase I</b> 1.1.1. Creation of network maintenance team for existing LAN/WAN. 1.1.2. Systems study to understand bandwidth requirements and other network issues for strategic connectivity. 1.1.3. Optimal design of network and maintenance strategy 1.1.4. Develop a strategy for communication.	Consultancy services
	Phase II Update network set-up according to design in phase I Study for expansion of WAN	<b>Phase II</b> 1.1.5. Set up strategic reliable connectivity (WAN). 1.1.6. Establish connectivity within the Planning Commission campus 1.1.7. Systems study to identify scope of expansion of WAN to offices close to the Planning Commission 1.1.8. Conduct cost-benefit analysis of expansion 1.1.9. Standardization of connectivity	Equipment, consultancy and subcontracting services
	Phase III Expansion of WAN	<b>Phase III</b> 1.1.10. WAN expanded to selected institutions and get connected to the PCCCH 1.1.11. Increase the size of maintenance team to accommodate for expansion, if team as needed	Equipment, consultancy and subcontracting services
	<b>Immediate Objective 2:</b> To Establish Network-Based e-Government Services Across Offices Connected in WAN		



Intended Output	Output Target for years	Indicated Activities	Inputs
2.1 e-Government applications to facilitate strategic information exchange and communication	<p><b>Phase I</b> Provide existing e-Government services to all offices in WAN Study for expansion of e-Government services</p> <p><b>Phases II and III</b> Expansion of e-Government services to facilitate inter-communication</p>	<p><b>Phase I</b> 1.1.1. Establish common information exchange format 1.1.2. Install existing services available at the Planning Commission to all offices connected in WAN, including ERD and IMED 1.1.3. Business process analysis of offices connected through WAN, namely Planning Division, ERD and IMED, to understand requirements for data and information sharing among related offices 1.1.4. Systems study in related offices</p> <p><b>Phase II and III</b> 1.1.5. System development 1.1.6. Hosting of applications and databases with backup facilities 1.1.7. System installation and testing 1.1.8. Setting up of interfaces (through websites) for citizen's access to required information</p>	<p>Equipment, consultancy and subcontracting services</p> <p>Consultancy and subcontracting services, application development</p>
<b>Immediate Objective 3:</b> To build capacity of government officials and staff and create an environment of utilization of ICT for regular government business processes			
Intended Output	Output Target for years	Indicated Activities	Inputs
3. 1. Sufficient Number of IT Trained Government Officials to Take Advantage of IT Systems	<p><b>Phase I</b> - Training of government employees at Planning Division, ERD and IMED, PMO and 5 ministries in the Secretariat</p> <p><b>Phases II and III</b> - Training of government employees at all offices connected to WAN</p>	<p><b>Phases I, II, III</b> 3.1.1. Conducting training needs assessment 3.1.2. Develop training modules, schedule and course materials 3.1.3. Conduct training for 4 categories of government employees: 1. High-level/executive level officers 2. Mid-level/desk-level officers 3. Staff 4. IT Staff 3.1.4. Provide On-the-Job support to government employees</p>	Training modules and material and subcontracting services



## **Part IIIa. Management Arrangements**

### **Institutional Arrangements**

The Planning Division shall implement the project in close technical collaboration with the BCC for the Planning Ministry. UNDP arrange project evaluation missions, study tours. UNDP will provide support to different project activities as per the request of the project and

The Project Steering Committee (PSC), under the chairmanship of the Secretary, Ministry of Planning shall provide policy advice to the project as required. The Technical Committee (TC) will be entrusted with the authority to design, suggest and finalize the specifications of the equipment and the application software related to the project. The Terms of Reference of PSC and TC are attached as Annex 1 & 2.

The Project Director (PD) of SICT programme will function as the NPD for this project. He will be responsible for the overall co-ordination, monitoring, evaluation and reporting of the project. There will be a team of International and National consultants and staff to implement different activities of the project as per their job description. The focal points will be responsible for co-ordination, monitoring, evaluation and reporting for their respective agencies.

There will be some administrative support staff, as required for the project. One of the administrative assistant/secretary will be stationed at UNDP office to support the project activity.

### **Key Principles for Monitoring, Measurement and Evaluation**

The NPD is responsible for ensuring that a multi-year work plan for the project period is prepared primarily by expatriate experts and the project team in consultation with the NPD. Annual and quarterly work plans with specific description of planned activities, timeframe and responsibilities are also required to be prepared and updated. The NPD is also responsible to ensure that inputs needed for carrying out project activities are mobilised timely as per specification and project activities are implemented in accordance with the work plan.

Quarterly Progress Report (QPR) is prepared towards the end of the current quarter and highlights progress made and problems encountered during project implementation including management and financial issues and must be submitted with each financial report (FR). Difference between the Quarterly Work plan /Expenditure Estimate and actual activities/expenditures must be explained in the QPR. QPR is one of the documents required for requesting funds for the next quarter. Annual Progress Report (APR) is prepared toward the end of each calendar year to assess the project progress in terms of both outputs and outcomes in a comprehensive manner.

The project will be subject to a Tripartite Review (TPR) Meeting held at least once a year. It is a formal, planned and periodic meeting of the relevant project parties (ERD, UNDP, the National Executing Agency and the three Implementing Agencies) held at least once every 12 months. The meetings will be presided over by a senior representative of the National Executing Agency. The National Implementing Agency and UN Implementing Agency, where relevant, are also required to participate in the TPR. The mechanism of the TPR ensures that all the project parties review the progress of the project during the past year, address and solve any major issues that require high-level attentions, and discuss and agree on any other actions that need to be taken. Draft minutes of the TPR meeting will be prepared by the Project Management Team and are finalised in consultation with the UNDP.



Towards the end of the project, a Terminal Evaluation may be carried out. Should a Terminal Evaluation take place, the project parties must ensure that the Evaluation is completed six months prior to the planned operational closure of the project. The organisation of the evaluation team, its Terms of Reference and time line will be decided after consultation between the parties in relation to the project document.

### **Part IIIb. Risks**

The success of the project is subjected to the following risks:

- Lack of coordination among the partners
- The scarcity of a software developer in the country may hamper the planned application development.
- The software developer may not have access to all the information to develop the software.
- Lack of interest amongst the users towards e-government.
- User resistance to change

In order to minimize the risks, the project should undertake the following measures:

- Effective involvement of all relevant organizations, departments and institutions
- The National Project Director and the respective implementing agencies should properly supervise the customized application development.
- User groups should be involved in the development of the application to develop a sense of ownership.
- User group training should start before the deployment of the new applications to automate the workflow process.
- Close communication will be maintained among the three partners.

### **Part IV-Legal Context**

This Project Document shall be the instrument referred to as such in Article I of the Standard Basic Assistance Agreement between the Government of Bangladesh and the United Nations Development Programme, signed by the parties on 26 November 1986. The Executing Agency and Implementing Agencies shall, for the purpose of the Standard basic Assistance Agreement, refer to the government cooperating agency described in that Agreement.

The following types of revisions may be made to this project document with the signature of the UNDP Resident Representative only, provided he or she is assured that the other signatories of the project document have no objections to the proposed changes:

- 1) Revisions in, or addition to, any of the annexes of the project document;
- 2) Revisions which do not involve significant changes in the immediate objectives, outputs or activities of the project, but are caused by the rearrangements of inputs agreed to or by cost increases due to inflation; and
- 3) Mandatory annual revisions, which rephrase the delivery of agreed programme inputs or increased except or other costs due to inflation or take into account agency expenditure flexibility; and

The Project Document (Prodoc) is for all purposes related to implementation, the legal document by which UNDP and GOB will be bound. The Government of Bangladesh may prepare for its own internal planning and approval purposes a matching document such as Technical Assistance Project Pro-forma (TAPP) or Project Pro-forma (PP). All efforts must be made to ensure that the provisions of the concerned TAPP or PP prepared for an individual project are identical to those in the signed project document (PD). However, in the event of any discrepancies between the PD and a related GOB document (including,



but not limited to, discrepancies in terms of financial provisions), it should be noted that the provisions outlined in the signed PD are to be upheld.

All activities stipulated in the Prodoc shall be implemented accordingly. However, should there be a need to make changes / modifications to any of the agreed activities, all signatories of the Project Document must concur, before such changes are made.

The government executing agency designated on the cover page to this Prodoc shall carry out this project and accordingly will follow the NEX accounting, financial reporting and auditing procedures set forth in the documents as may be amended by the UNDP from time to time.

## **Part V. Budget**

The project budget is prepared in accordance with the procedures set out in the UNDP-ERD NEX Manual and UNDP Programming Manual. UNDP inputs are explained in detail in the results framework and attached budget. The ownership of all project equipment will be formally transferred to the government institution(s) or disposed of at the end of the project. UNDP will provide Direct Country Support services to specified areas. Approval of a UNDP prodoc represents the agreement of the Government and UNDP to commit financing to the project as specified in the budget attached. The figures in the budget are in US Dollars (US\$).

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# United Nations Development Programme

BGD/04/005 - Assistance to SICT

Budget "A"

Main Source of Funds: 01 - UNDP-IPF / TRAC - (Trac 1.1.1 & 1

Executing Agency: PD - Planning Division

Sbln	Description	Implementing	Funding	Total	2004	2005	2006	2007	2008
<b>010</b>	PERSONNEL								
<b>011</b>	International Consultants								
011.01	International ICTD Consultant	ITU	Net Amount	298,000		49,667	99,333	99,333	49,667
			W/M	36	0	6	12	12	6
			Total	298,000		55,000	66,000	66,000	11,000
011.02	Unspecified Consultant	ITU	Net Amount	105,383		17,564	35,128	35,128	17,564
			W/M	18	0	3	6	6	3
			Total	105,383		17,564	35,128	35,128	17,564
<b>011.99</b>	Line Total	-----	Net Amount	403,383		67,230	134,461	134,461	67,230
			W/M	54	0	9	18	18	9
			Total	403,383		67,230	134,461	134,461	67,230
<b>013</b>	Administrative Support								
013.01	Accountant	NEX	Net Amount	24,732		4,122	8,244	8,244	4,122
			W/M	36	0	6	12	12	6
			Total	24,732		4,122	8,244	8,244	4,122
013.02	Admin Asst cum Secretary	NEX	Net Amount	25,548		4,258	8,516	8,516	4,258
			W/M	72	0	12	24	24	12
			Total	25,548		4,258	8,516	8,516	4,258
013.03	Driver	NEX	Net Amount	9,681		1,614	3,227	3,227	1,614
			W/M	36	0	6	12	12	6
			Total	9,681		1,614	3,227	3,227	1,614
013.04	Secretary	NEX	Net Amount	11,266		1,878	3,755	3,755	1,878
			W/M	36	0	6	12	12	6
			Total	11,266		1,878	3,755	3,755	1,878
<b>013.99</b>	Line Total	-----	Net Amount	71,227		11,871	23,742	23,742	11,871
			W/M	180	0	30	60	60	30
			Total	71,227		11,871	23,742	23,742	11,871
<b>015</b>	Monitoring and Evaluation								





# United Nations Development Programme

BGD/04/005 - Assistance to SICT

Budget "A"

Main Source of Funds: 01 - UNDP-IPF / TRAC - (Trac 1.1.1 & 1

Executing Agency: PD - Planning Division

SbIn	Description	Implementing	Funding	Total	2004	2005	2006	2007	2008
015.01	Duty Travel - NEX	NEX	Net Amount	4,000		1,500	1,500	500	500
			Total	4,000		1,500	1,500	500	500
015.02	Duty Travel - UNDP	NEX	Net Amount	3,000		1,000	1,000	500	500
			Total	3,000		1,000	1,000	500	500
015.99	Line Total	-----	Net Amount	7,000		2,500	2,500	1,000	1,000
			Total	7,000		2,500	2,500	1,000	1,000
016	Mission Costs								
016.01	Mission Costs	ITU	Net Amount	25,000		7,000	8,000	5,000	5,000
			Total	25,000		7,000	8,000	5,000	5,000
016.99	Line Total	-----	Net Amount	25,000		7,000	8,000	5,000	5,000
			Total	25,000		7,000	8,000	5,000	5,000
017	National Consultants								
017.01	National Project Coordinator	NEX	Net Amount	51,642		8,607	17,214	17,214	8,607
			W/M	36	0	6	12	12	6
			Total	51,642		8,607	17,214	17,214	8,607
017.02	Training Officer/Consultant	NEX	Net Amount	25,984		4,331	8,661	8,661	4,331
			W/M	36	0	6	12	12	6
			Total	25,984		4,331	8,661	8,661	4,331
017.03	ICT Trainers (3)	NEX	Net Amount	55,330		9,222	18,443	18,443	9,222
			W/M	108	0	18	36	36	18
			Total	55,330		9,222	18,443	18,443	9,222
017.04	Senior System Administrator	NEX	Net Amount	49,408		8,235	16,469	16,469	8,235
			W/M	36	0	6	12	12	6
			Total	49,408		8,235	16,469	16,469	8,235
017.05	Network/System Administrator (3)	NEX	Net Amount	82,992		13,832	27,664	27,664	13,832
			W/M	108	0	18	36	36	18
			Total	82,992		13,832	27,664	27,664	13,832
017.06	Systems Analyst	NEX	Net Amount	30,984		5,164	10,328	10,328	5,164





# United Nations Development Programme

BGD/04/005 - Assistance to SICT

Budget "A"

Main Source of Funds: 01 - UNDP-IPF / TRAC - (Trac 1.1.1 & 1

Executing Agency: PD - Planning Division

SbIn	Description	Implementing	Funding	Total	2004	2005	2006	2007	2008
			W/M	36	0	6	12	12	6
			Total	30,984		5,164	10,328	10,328	5,164
017.07	Database Administrator (3)	NEX	Net Amount	82,992		13,833	27,664	27,664	13,832
			W/M	108	0	18	36	36	18
			Total	82,992		13,833	27,664	27,664	13,832
017.08	Unspecified Consultant	NEX	Net Amount	39,200		5,600	14,000	14,000	5,600
			W/M	28	0	4	10	10	4
			Total	39,200		5,600	14,000	14,000	5,600
017.99	Line Total		Net Amount	418,532		68,823	140,444	140,444	68,822
			W/M	496		82	166	166	82
			Total	418,532		68,823	140,444	140,444	68,822
019	PROJECT PERSONNEL TOTAL		Net Amount	805,142		218,412	269,151	264,657	52,922
			W/M	730	0	201	244	244	41
			Total	805,142		218,412	269,151	264,657	52,922
020	CONTRACTS								
021	Contract A								
021.01	Sub-Contract- Planning	NEX	Net Amount	150,000		50,000	60,000	40,000	
			Total	150,000		50,000	60,000	40,000	
021.02	Sub-Contract -ERD	NEX	Net Amount	150,000		50,000	60,000	40,000	
			Total	150,000		50,000	60,000	40,000	
021.03	Sub-Contract-IMED	NEX	Net Amount	150,000		50,000	60,000	40,000	
			Total	150,000		50,000	60,000	40,000	
021.99	Line Total		Net Amount	450,000		150,000	180,000	120,000	
			Total	450,000		150,000	180,000	120,000	
029	SUBCONTRACTS TOTAL		Net Amount	450,000		150,000	180,000	120,000	
			Total	450,000		150,000	180,000	120,000	
030	TRAINING								
032	Other Training								





# United Nations Development Programme

BGD/04/005 - Assistance to SICT

Budget "A"

Main Source of Funds: 01 - UNDP-IPF / TRAC - (Trac 1.1.1 & 1

Executing Agency: PD - Planning Division

SbIn	Description	Implementing	Funding	Total	2004	2005	2006	2007	2008
032.01	Study Tour	NEX	Net Amount	45,000		25,000		20,000	
			Total	45,000		25,000		20,000	
<b>032.99</b>	<b>Line Total</b>		Net Amount	45,000		25,000		20,000	
			Total	45,000		25,000		20,000	
<b>033</b>	<b>In-Service Training</b>								
033.01	In-Service Training	NEX	Net Amount	91,612		30,000	35,000	21,612	5,000
			Total	91,612		30,000	35,000	21,612	5,000
033.02	National Workshop	NEX	Net Amount	12,000		4,000	3,000	3,000	2,000
			Total	12,000		4,000	3,000	3,000	2,000
<b>033.99</b>	<b>Line Total</b>		Net Amount	148,612		59,000	38,000	44,612	7,000
			Total	148,612		59,000	38,000	44,612	7,000
<b>039</b>	<b>TRAINING TOTAL</b>		Net Amount	148,612		59,000	38,000	44,612	7,000
			Total	148,612		59,000	38,000	44,612	7,000
<b>040</b>	<b>EQUIPMENT</b>								
<b>045</b>	<b>Equipment</b>								
045.01	Computer Equipment & Accessories	NEX	Net Amount	650,000		300,000	250,000	75,000	25,000
			Total	650,000		300,000	250,000	75,000	25,000
045.02	Vehicle	NEX	Net Amount	29,692		29,692			
			Total	29,692		29,692			
045.03	Operations & Maintenance	NEX	Net Amount	42,000		10,000	14,000	15,000	3,000
			Total	42,000		10,000	14,000	15,000	3,000
045.04	Furniture & office equipment	NEX	Net Amount	50,000		30,000	20,000		
			Total	50,000		30,000	20,000		
<b>045.99</b>	<b>Line Total</b>		Net Amount	771,692		369,692	284,000	90,000	28,000
			Total	771,692		369,692	284,000	90,000	28,000
<b>049</b>	<b>EQUIPMENT TOTAL</b>		Net Amount	771,692		369,692	284,000	90,000	28,000
			Total	771,692		369,692	284,000	90,000	28,000
<b>050</b>	<b>MISCELLANEOUS</b>								

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# United Nations Development Programme

BGD/04/005 - Assistance to SICT

Budget "A"

Main Source of Funds: 01 - UNDP-IPF / TRAC - (Trac 1.1.1 & 1

Executing Agency: PD - Planning Division

SbIn	Description	Implementing	Funding	Total	2004	2005	2006	2007	2008
052	Reporting Costs								
052.01	Reporting Cost	NEX	Net Amount	15,000		2,000	5,000	5,000	3,000
			Total	15,000		2,000	5,000	5,000	3,000
052.99	Line Total	-----	Net Amount	15,000		2,000	5,000	5,000	3,000
			Total	15,000		2,000	5,000	5,000	3,000
053	Sundries								
053.01	Sundries	NEX	Net Amount	21,000		5,000	7,000	7,000	2,000
			Total	21,000		5,000	7,000	7,000	2,000
053.02	Office Supplies	NEX	Net Amount	10,000		3,000	3,000	3,000	1,000
			Total	10,000		3,000	3,000	3,000	1,000
053.03	UNDP Administrative Charges	NEX	Net Amount	30,000		10,000	10,000	10,000	
			Total	30,000		10,000	10,000	10,000	
053.99	Line Total	-----	Net Amount	61,000		18,000	20,000	20,000	3,000
			Total	61,000		18,000	20,000	20,000	3,000
059	MISCELLANEOUS TOTAL	-----	Net Amount	76,000		20,000	25,000	25,000	6,000
			Total	76,000		20,000	25,000	25,000	6,000
099	BUDGET TOTAL	-----	Net Amount	2,371,446	0	756,116	836,147	584,259	194,923
			W/M	730	0	121	244	244	121
			Total	2,371,446	0	756,116	836,147	584,259	194,923
103									
103.01	UND	UND	Net Contrib.	1,371,446		391,161	548,145	299,138	133,001
			Total	1,371,446		391,161	548,145	299,138	133,001
103.99			Net Contrib.	1,371,446		391,161	548,145	299,138	133,001
			Total	1,371,446		391,161	548,145	299,138	133,001
109	C/S Total	-----	Net Contrib.	1,371,446		391,161	548,145	299,138	133,001
			Total	1,371,446		391,161	548,145	299,138	133,001
999			Net Contrib.	1,000,000	0	364,955	288,002	285,121	61,922
			Total	1,000,000	0	364,955	288,002	285,121	61,922

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**Provisional Work Plan  
Year 1 of Project**

Preliminary Project Implementation Plan																	
M1 denotes month "1" from date of commencement of project																	
</																	



**Provisional Work Plan**  
Year 2 of Project

	Description	Project Section number / (Budget Line)	Budget Estimated	Responsible Person	Preparatory Work	Preliminary Project Implementation Plan M1 denotes month "1" from date of commencement of project											
						M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12
1.	Evaluation of network system			ICTD consultant. NPC, Sr.Sys Admin, net admin, sys Anal and Consultants						↔	↔						
2.	Study for expansion of the network			ICTD consultant. NPC, Sr.Sys Admin, net admin, sys Anal and Consultants									↔	↔			
3.	Development of e-Government Applications and User Testing	21.01 to 21.03	US\$450,000	NPD, ICTD consultant. NPC, Sr.Sys Admin, net admin, sys Anal and Consultants		↓										↑	
4.	IT Training	32.01 33.01	US\$45,000 US\$91,612	Training officer, trainers, NPC ICTD Con and Consultants		↓										↑	



**Provisional Work Plan  
Year 3 of Project**

Preliminary Project Implementation Plan M1 denotes month "1" from date of commencement of project																		
Description	Project Section number / (Budget Line)	Budget Estimated	Responsible Person	Preparatory Work														
					M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12		
1. Extend connectivity			ICTD consultant. NPC, Sr.Sys Admin, net admin, sys Anal and Consultants		↓	↑		↑										
2. Full-Scale Roll-out of e-Government Applications	21.01 to 21.03	US\$450,000	NPD, ICTD consultant. NPC, Sr.Sys Admin, net admin, sys Anal and Consultants		↓	↑		↑										
3. IT Training	32.01 33.01	US\$45,000 US\$91,612	Training officer, trainers, NPC ICTD Con and Consultants		↓												↑	↑
4. Evaluation and plans for sustainability			NPD, ICTD consultant. NPC, Sr.Sys Admin, net admin, sys Anal and Consultants										↓				↑	↑

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## Annex-1

### Project Steering Committee

#### Function

A Project Steering Committee (PSC) will be the apex body consisting of senior officials, established to ensure upstream policy direction of the UNDP supported project and to coordinate inter-ministerial issues. The PSC will coordinate, monitor, facilitate and provide policy guidance for smooth execution of the project components. It will meet three times in a year. The functions of a PSC are to:

- Review experiences in the project and discuss policy implications;
- Initiate actions to transform policy ideas to policies in the form of regulations and laws;
- Initiate actions to reflect new policy directions in national planning documents;
- Co-ordinate and resolve any inter-ministerial or cross-sectoral matters; and
- Project progress monitoring

#### Composition

The PSC will consist of the following members:

1. Secretary, Planning Division, Ministry of Planning	Chairman
2. Representative from PM's Office	Member
3. Representative from MoF (not below the rank of DS)	Member
4. Representative from MoE (not below the rank of DS)	Member
5. Representative from ERD (not below the rank of DS)	Member
6. Representative from Planning Division (not below rank of DS)	Member
7. Representative from IMED (not below the rank of DS)	Member
8. Representative from SEI Division (not below the rank of DS)	Member
9. Representative from MoSICT (not below the rank of DS)	Member
10. Representative from BCC	Member
11. Representative from UNDP	Member
12. International ICT consultant / specialist	Member
13. National Project Coordinator (NPC)	Member
14. National Project Director (NPD)	Member Secretary

## Annex-2

### ToR for the Technical Committee

#### Function

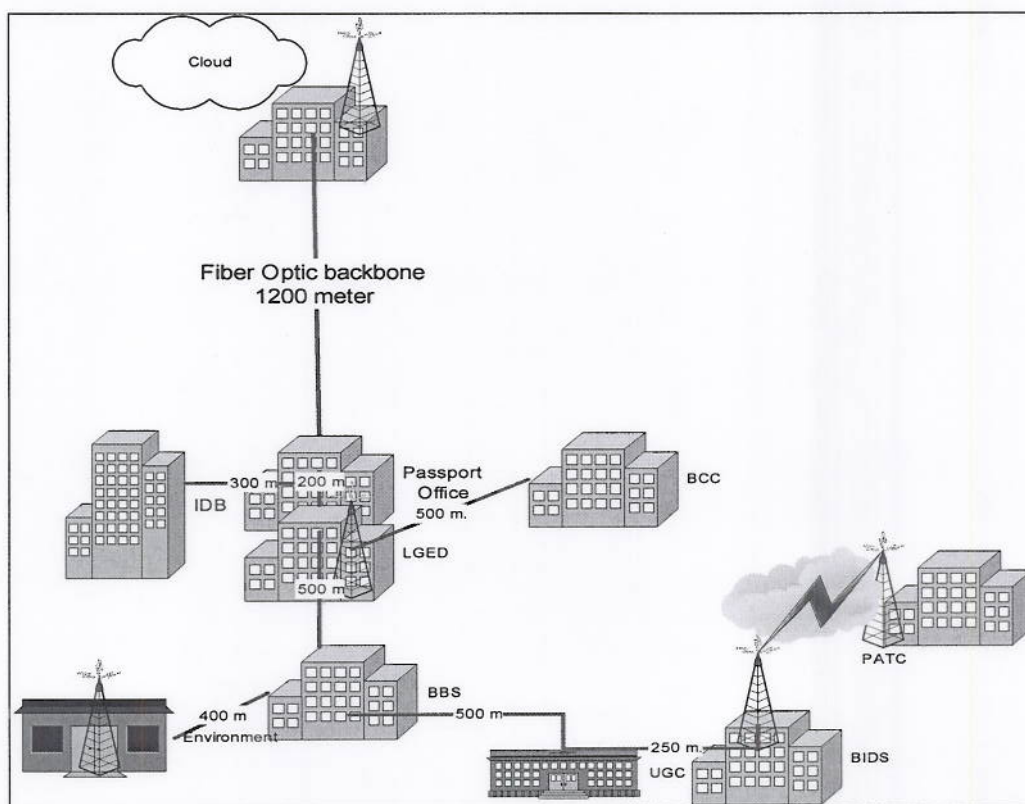
The Technical Committee will be entrusted with the responsibility to design, suggest and finalize the specifications of the equipments and the application software of the project. The National Project Coordinator will act as Member Secretary.

#### Composition:

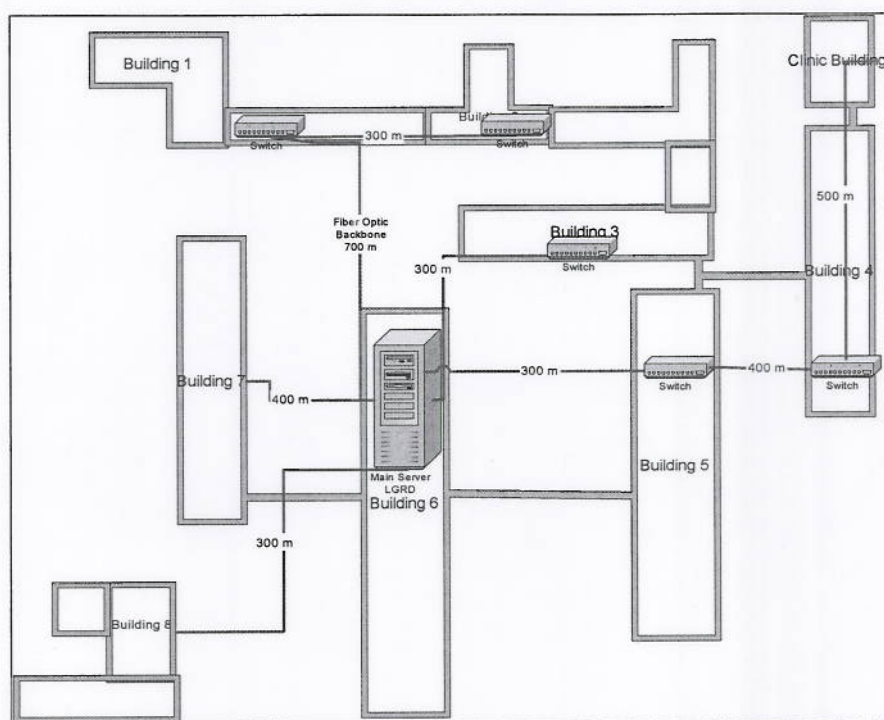
a) National Project Director	Chairman
b) International ICTD consultant	Member
c) Consultant(s) of SICT Program	Member
d) Focal Point of ERD	Member
e) Focal Point of IMED	Member
f) Representative from SEI Division (not below rank of DS)	Member
g) Director (Technical) MoPT	Member
h) Member from PMO	Member
i) Member from UNDP	Member
j) Member from BCC	Member
k) National Project Coordinator	Member Secretary



**Diagram 1: Planned Network Design for Government Institutions in Sher-e-Bangla Area**



**Diagram 2: Network Layout Plan Within Secretariat**





### Terms of Reference (ToRs)

The ToRs given below are provisional. These will be subject to review at the time of engaging the consultant and may be updated based on the outcome of the review of the progress of implementation of the project.

**Post Title** : National Project Coordinator (one)  
**Duration of appointment** : 36 months  
**Type of appointment** : Service contract  
**Duty station** : Dhaka, Bangladesh

#### Background:

The National Project Coordinator will have a full-time post, supporting the NPD and the International ICTD consultant to implement the project.

The main responsibilities of the national coordinator will be therefore as follows:

- a) Support the ICTD consultant to oversee all technical, financial, and administrative aspects of the project implementation.
- b) Conduct feasibility analysis, need assessment, baseline survey, as and when required, in achieving the goals of the project
- c) Prepare the annual work plan, quarterly work plan, working papers for TPR, & PSC, reports and other presentations and documentation;
- d) Prepare Request for Proposals (RFP) to procure IT products and services in consultation with International ICTD Consultant;
- e) Provide support to NPD, International Consultant and UNDP in the recruitment of personnel and procurement equipment related to the project;
- f) Assist NPD and International ICTD consultant in the preparation of the various reports including Progress Reports, Financial Reports, Annual Progress Reports (APR), etc and organize timely completion of technical reports.
- g) Arrange monthly progress meetings and ensure that UNDP and other stakeholders were fully informed about the progress of the Project.
- h) Share with project team, UNDP and other stakeholders any problems associated with the project and make suggestions for resolution.
- i) Provide / prepare substantive inputs in the TORs of the short-term consultants and sub-contracts and their reports and outputs, in consultation with International ICTD Consultant;
- j) Perform any other duties assigned by the NPD / International ICTD Consultant

**Languages:** Proficiency in written and spoken English is essential

#### Qualifications and Experience:

- University degree in engineering or science with specialization in IT or an equivalent level of education and specialization.
- MBA from a recognized university is preferred
- Substantial work experience in IT project management
- Excellent communication skills in both English and Bengali
- Previous work experience in, preferably leading public sector projects

**Post Title** : International ICTD Consultant  
**Duration of appointment** : 36 months  
**Duty station** : Dhaka (family duty station), Bangladesh



**Duties:**

The consultant in close collaboration with the National Project Director shall carry out the following duties:

- a) Oversee all technical, financial, and administrative aspects of the project implementation;
- b) Review the ICT system requirements in different institutions;
- c) Review the requirements for human capacity building for acceptability and sustainability of the IT systems;
- d) Provide technical guidance in designing and establishing logical and physical network for the purpose of data, voice and video communication through LAN, WAN, Internet, and Intranet;
- e) Provide guidance in conducting feasibility analysis, need assessment, baseline survey, as and when required, in achieving the goals of the project;
- f) Provide guidance in conducting training needs assessment, in developing training course modules, training materials, training manuals and schedules;
- g) Provide technical guidance in designing and implementing application software;
- h) Provide technical guidance in preparation of RFP documents, and identifying suitable consultants/vendors, where appropriate;
- i) Provide guidance for preparation of the annual work plan, quarterly work plan, working papers, reports and other presentation and documentation of the project;
- j) Organise TPR meetings and evaluation missions, and prepare documentation as needed for the above events;
- k) Provide support to NPD and UNDP in the recruitment of personnel and procurement equipment related to the project;
- l) Supervise project personnel and ensure timely submission of required reports;
- m) Advise NPD on accountability and transparency of financial management, recruitment and procurement activities of the project;
- n) Ensure in cooperation with NPD, technical soundness of project activities and achievement of project outputs;
- o) Attend to any other duties, relevant to the mission assigned by NPD;

**Languages:** Proficiency in English Language is essential

**Qualifications and Experience:** Preferably Ph.D. or Masters degree with specialization in IT or related subjects or equivalent. Additional qualification would be:

- At least 8 years' work experience in IT related areas;
- Experience in managing ICT for development related projects
- Should have proven record of ICTD project identification, formulation and execution, especially in the developing countries.

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<b>Post Title</b>	<b>: Training Consultant/ Coordinator (One)</b>
<b>Duration of appointment</b>	<b>: 36 months</b>
<b>Type of appointment</b>	<b>: Service contract</b>
<b>Duty station</b>	<b>: Dhaka, Bangladesh</b>

**Duties:**

The consultant shall carry out the duties under guidance of the International ICTD consultant given below:

- Identify training needs, supervise and design and develop training modules, course materials and provide guidance to ICT trainers in preparing training modules and course materials.
- Track the post training activities of the trainees to analyze effect of training
- Develop on the job and off the job training schedules
- Manage in-house trainers and schedule of external trainers
- Prepare program for external and international training



- Perform any other duties assigned by the NPD, NPC and International ICTD Consultant.

**Languages:** Proficiency in English Language is essential

**Qualifications and Experience:** University Degree from any recognized university with a specialization in ICT or diploma in ICT or related fields.

Additional qualification would be

- a) Should have at least 4 years demonstrational experience in ICT training program management.
- b) Ability to work with technology, and human cultural adaptation process.
- c) Good communication skills in both English and Bengali
- d) Proven experience in change management (changing the mindset of trainee) and capacity building through training and motivation

**Post Title** : **ICT Trainers (Three)**

**Duration of appointment** : 108 months

**Type of appointment** : Service contract

**Duty station** : Dhaka, Bangladesh

**Duties:**

The trainer, under the supervision of the Training Coordinator, shall carry out the duties given below:

- Provide on-the-job support to government officials and staff
- Assist the Training coordinator and International ICT consultant in keeping track of post-training activities of trainees and analyze effect of training
- Assist the Training Coordinator in maintaining database of trainees
- Prepare and update training modules and training material in consultation with the Training coordinator and International ICT consultant
- Provide classroom-based ICT training to government officials and staff
- Undertake other activities assigned by the Training coordinator, International ICT ICTD consultant, NPC and NPD

**Languages:** Proficiency in English Language is essential

**Qualifications and Experience:** Degree from any recognized university preferable with specialization in ICT or equivalent. Additional qualification would be:

- Degree/diploma in ICT-related areas
- Demonstrable background in ICT training
- Experience in developing training modules and training materials.
- Good communication skills in both English and Bengali

**Post Title** : **Senior Systems Administrator (One)**

**Duration of appointment** : 36 months

**Type of appointment** : Service contract

**Duty station** : Dhaka, Bangladesh

**Key Responsibilities:** He/she will be involved on a full-time basis throughout the duration of the project to design and implement various systems under the guidance of International ICTD consultant. The job responsibilities include but not limited to:

- Responsible to keep the servers, network systems and databases operational at all times
- Assist in identification and analysis of user requirements regarding network, database access and application software



- Prepares and/or verifies user requirements
- Perform requirement analysis and design for communication and networks to setup LAN/WAN System
- Perform requirement analysis and design for hardware & application software
- Prepare Request for Proposals (RFP) to procure and setup LAN/WAN System, Servers, Workstations, Proxy Server, Web Server, Database Server and Application Software
- Manages and/or participate in procurement cycle (technical evaluation/vendor selection)
- Supervise and monitor vendor activities (quality assurance and timeliness)
- Prepare test plans and procedures and acceptance criteria
- Perform acceptance testing
- Install and configure various Server, such as Mail Server, Proxy Server, Web Server and Database Server etc., and client workstations,
- Prepare training requirements for the users
- Prepare System Administration procedures
- Administer LAN/WAN System, Computer Systems, Mail Server, Proxy Server, Web Server and Database Server
- Prepare disaster and recovery plan (Periodic backup of data, install Anti Virus and regular updating of virus definition file)
- Provide day-to-day maintenance support to the installed systems
- Provide day-to-day technical support to the users
- Consider expansion capacity in installation design for future expansion of the network
- Transfer knowledge to relevant government officials and staff through formal training and other informal means to ensure sustainability of the system after the project ends
- Perform any other tasks assigned by the NPD, International ICTD Consultant and NPC.

### **Qualifications:**

The incumbent must have at least a University Degree in Computer Science / Engineering / Science or equivalent. Vast experience as a Must be able to write specifications/RFP for automation systems. Must be able to work independently. Must be bright and energetic and have strong networking and representational skills. In addition to Bengali, the incumbent must have a strong ability in both spoken and written English.

### **Experiences:**

At least 8 years experience in

- Network, System Administration
- Web Development / Administration
- Database updating, maintenance and its administration
- Trouble shooting and user support

Experiences should include (a) designing, implementing and maintaining of small to large networks, installation and maintenance of various Servers, Office Automation Systems, (b) experience in administering large networks, databases and user applications (c) ability to manage software development team, (d) ability to write technical reports.

### **Desirable Industrial Standard Certifications:**

MCSE, CCNA/CCNP and Oracle

### **Skills:**



TCP/IP Networking, Proxy server, IIS and Windows 2000 Advanced Server, UNIX / Linux Administration, RDBMS- Oracle / SQL Server Administration, Development tools - Visual Studio, MS FrontPage, Macromedia products, DHTML, XML, PHP, ASP, Java Script, Perl and CGI.

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**Post Title** : **Network/System Administrators (Three)**  
**Duration of appointment** : 108 months  
**Type of appointment** : Service contract  
**Duty station** : Dhaka, Bangladesh

**Duties:**

The Network / System Administrators shall carry out the duties given below under the direct supervision of the Senior Systems Administrator:

- Help prepare and/or verify user requirements related to network
- Help perform requirement analysis and design for communication and networks to setup LAN and WAN Systems
- Help prepare Request for Proposals (RFP) to procure and setup LAN System, WAN System, Servers, Workstations, Proxy Server, Web Server, Database Server and Application Software
- Help Supervise and monitor vendor activities (quality assurance and timeliness) related to network
- Install and configure Server and client workstations, Mail Server, Proxy Server, Web Server and Database Server
- Prepare System Administration procedures
- Administer LAN System, Computer Systems, Mail Server, Proxy Server, Web Server and Database Server
- Prepare disaster and recovery plan (Periodic backup of data, install Anti Virus and regular updating of virus definition file)
- Transfer knowledge to relevant government officials and staff through formal training and other informal means to ensure sustainability of the system after the project ends
- Perform any other duties assigned by the NPD, International ICTD Consultant or NPC

**Qualifications and Experiences:**

- At least 4 years degree in Computer Science / Engineering /Science from any recognized university
- Substantial experience in the following:
  - LAN / WAN and System Administration
  - Web Development / Administration
  - Trouble shooting and user support
- Strong experience in the Linux environment is highly preferable

**Desirable Industrial Standard Certifications:** MCSE and CCNA

**Skills:**

TCP/IP Networking, Proxy server, IIS and Windows 2000 Advanced Server, UNIX / Linux Administration, RDBMS- Oracle / SQL Server Administration, Development tools – Visual Studio, MS FrontPage, Macromedia products, DHTML, XML, PHP, ASP, Java Script, Perl and CGI.

---

**Post Title** : **System Analyst (One)**  
**Duration of appointment** : 36 months  
**Type of appointment** : Service contract



**Duty station** : Dhaka, Bangladesh

**Duties:**

The System Analyst shall carry out the duties given below under the direct supervision of the Senior Systems Administrator:

- Design the system requirements of the offices to be inter-connected under the project, primarily Planning Division, IMED and ERD
- Design the architecture for systems integration as required
- Prepare plans for optimal data storage and retrieval procedures
- Prepare plans for metadata standardization
- Assist in preparing RFP for outsourcing
- Assist in evaluation of tender proposals
- Assist in monitoring of vendor's activities regarding database design
- Transfer knowledge to relevant government officials and staff through formal training and other informal means to ensure sustainability of the system after the project ends
- Perform any other duties assigned by the NPD, International ICTD Consultant and NPC

**Qualifications and Experiences:**

- At least 4 years degree in Computer Science / Engineering /Science from any recognized university
- Substantial experience in analysis of complex systems in the public and private sectors
- Experience in designing and implementation of integration of systems
- Extensive knowledge of data mining, data warehousing and meta-data standardization
- Knowledge in distributed database management and access control
- Experience with Oracle and SQL Server, MySQL
- Strong experience in the Linux environment is highly preferable

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**Post Title** : **Database Administrator (Three)**

**Duration of appointment** : 108 months

**Type of appointment** : Service contract

**Duty station** : Dhaka, Bangladesh

**Duties:**

The Database Administrator shall carry out the duties given below under the direct supervision of the Senior Systems Administrator:

- Assist in designing relational and object oriented (internet accessible) databases relevant to the project
- Assist in preparing plans for integration of different databases in offices that will be connected through WAN
- Maintaining user accounts/password, audit trails, and access control of the systems
- Assist in preparing plans for optimal data storage and retrieval procedures
- Assist in prepare plans for metadata standardization
- Provide inputs in preparing RFP for outsourcing application software on databases
- Assist in evaluation of tender proposals
- Assist in monitoring of vendor's activities regarding database design
- Transfer knowledge to relevant government officials and staff through formal training and other informal means to ensure sustainability of the system after the project ends



- Perform any other duties assigned by the NPD, International ICTD Consultant and NPC

#### **Qualifications and Experiences:**

- At least 4 years degree in Computer Science / Engineering /Science from any recognized university
- Substantial experience in database administration, management and updating
- Understanding and knowledge of data mining and data warehousing
- Knowledge in distributed database management and access control
- Experience with Oracle and SQL Server, MySQL
- Strong experience in the Linux environment is highly preferable

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**Post Title** : Accountant  
**Duration of appointment** : 36 months  
**Type of appointment** : Service contract  
**Duty station** : Dhaka, Bangladesh

#### **Duties**

The accountant shall carry out the duties and responsibilities given below:

- Maintains financial records and monitoring systems to record and reconcile expenditures, balances, payments, statements and other data for day-to-day transactions and reports
- Selects and enters data from a wide variety of documents, verifying accuracy by checking sources, making necessary calculations and assuring inclusion of all relevant data
- Prepares recurring reports as scheduled and special reports as required for budget preparation, audits or other reasons
- Advises and assists international staff, experts and consultants on all respects of allowances, salary advances, travel claims and other financial matters and calculates and authorizes payments due for claims and services
- Initiates correspondence to verify data, answers queries and obtains additional information on accounts and financial transactions, as required
- Maintains liaison with officials of local banks to obtain day-to-day information on exchange and interest rates, changes in procedures and regulations and matters pertaining to maintenance of official bank accounts
- Prepares detailed cost estimates and participates in budget analysis and projections as required
- May supervise one or more lower-level accounting clerk
- Perform any other duties assigned by the NPD, International ICTD Consultant and NPC

#### **Qualifications and Experiences:**

- At least Masters in Commerce from a recognized university
- Demonstrable proficiency with Microsoft Word, Excel, PowerPoint, Access and other accounting tools
- Six years of accounting experience
- Good communication skills in both English and Bengali

---

**Post Title** : Administrative Assistant/Secretary (2)  
**Duration of appointment** : 72 months



**Type of appointment** : Service contract  
**Duty station** : Dhaka, Bangladesh

#### **Duties**

The administrative assistant/secretary shall carry out the duties given below to achieve the mission:

- provide administrative support to the project
- maintaining the accounting system of one of the implementing agencies
- provide secretarial support
- perform any other duties assigned by the NPD, NPC or International ICTD Consultant

#### **Qualifications and Experiences:**

- At least graduate from any recognized university
- Must have experience in project administrative and accounting
- Good communication skills in both English and Bengali
- Demonstrable computer literacy, including proficiency with Microsoft Word, Excel, PowerPoint, Access

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**Post Title** : **Secretary**  
**Duration of appointment** : 36 months  
**Type of appointment** : Service contract  
**Duty station** : Dhaka, Bangladesh

#### **Duties**

The officer shall carry out the duties given below to achieve the mission:

- provide secretarial assistance to the NPD, NPC and International Consultant
- assist the administrative officer in various activities
- perform any other duties assigned by the NPD, NPC or International ICTD Consultant

#### **Qualifications and Experiences:**

- At least graduate degree from any recognized university
  - Work experience as secretary preferred
  - Good communication skills in both English and Bengali
  - Demonstrable computer literacy, including proficiency with Microsoft Word, Excel, PowerPoint, Access
-



## Annex-5

### List of Equipment for the Project

The list of equipment as given by the three agencies is attached. The project personnel and the Technical Committee of the project will finalize this during implementation of the project.

#### List of Hardware and Other Equipment Needed by **Planning Division**

Item	Unit
High End Central Server (RISC) and its accessories	01
Mid Range Server	02
Laptop	03
Desktop PCs	25
UPS (1000 VA)	25
UPS for Servers (3hrs Backup)	03
Laser Printer	25
Air Conditioner (Split-Type)	10
Multimedia Projector	01

#### List of Hardware and Other Equipment Needed by **ERD**

Item	Unit
Mid Range Server	01
Desktop PCs	40
Laptop	02
UPS (1000 VA)	40
UPS for Servers (3 hrs backup)	01
Scanner (1 Heavy duty and 2 normal)	03
Color Printer	01
Laser Printers	40
Multimedia Projector	01
Web Camera	10
Photocopier	01
Air Conditioner (Split-Type)	09

#### List of Hardware and Other Equipment Needed by **IMED**

Item	Unit
Mid Range Server	01
Desktop PCs	25
UPS (1000 VA)	25
Heavy Duty Network Printer	02
Heavy Duty Photocopier	01
Air Conditioner (Split-Type)	02