

Terms of Reference
for
Local Government Domain Consultant to Validate and Confirm the
Requirements of e-Local Government 2.0 System Development
Contract No: ICTA/GOSL/CON/IC/2021/02

1. Background

Information and Communication Technology Agency (ICTA) of Sri Lanka is the apex ICT institution of the Government and has been mandated to take all necessary measures to implement the Government's Policy and Action Plan in relation to ICT.

ICT Agency of Sri Lanka in conjunction with the State Ministry of Provincial Councils and Local Government Affairs (SMPCLGA) identified the e-Local Government project as a priority, considering the impact and feasibilities of the project as it enables the services of Local Government more effective and efficient. In 2009 ICTA conducted a Business Process Re-Engineering (BPR) and system study in detail with regards to the envisaged solution and concluded the pilot implementation of the project with the generic solution of the eLG 1.0.

With the lesson learned from the eLG 1.0 rollout project implemented in 2017 and 2018, SMPCLGA and ICTA identified the need and importance of new and improved system for Local Government Authorities in order to overcome the limitations of eLG 1.0 including technology upgrade requirements.

ICTA intends to develop eLG 2.0 system. For this purpose, ICTA aims to select an Individual Consultant who is expected to study the business requirements of Local Government Authorities and share the local Government domain knowledge with the software development team and the project management team throughout the contract period.

ICTA intends to obtain the services of an Individual Consultant for this project on full time basis as an external consultant for a period of 18 months.

2. Objective

To study and revalidate the business requirements documents of Local Government Authorities prepared in 2009 and 2019 and share the local Government domain knowledge with the software development team and the project management team throughout the contract period in order to develop eLG 2.0 successfully.

3. Scope of Services, Tasks (Components) to be, carried out

- a. The Individual Consultant shall study the existing BPR reports, System Requirement Definition and the other relevant documents such as relevant ordinances, approved By-Laws, Regulations and Rules of Local Government; focusing on Revenue Collection and Application Processes.

- a. Revenue Collection Module: This module consists of all regular revenue collections such as Assessment Tax, Trade Tax, Mix Income, etc. and ad-hoc revenue collections.
 - b. Application Process Module: This module consists of all the local government citizens' applications used to obtain licenses and certificates including (but not limited to) building permit, certificate of conformity, business license, etc.
- b. Consultant is required to have a series of meetings and discussions with following stakeholders in order to revalidate and confirm the business requirements of the Local Government Authorities.
 1. The officials of selected Local Authorities proposed by ICTA.
 2. The selected bidder who will be developing the eLG2.0 system.
 3. Officials of State Ministry of Provincial Councils & Local Government Affairs (SMPCLGA) and Sri Lanka Institute of Local Governance (SLILG)
 4. ICTA officials.
 - c. The Consultant is required to provide detailed documentation in terms of business requirements of the Local Government Authorities to develop the eLG 2.0 successfully.
 - d. The Consultant is required to be available on full time basis as a reference point for the system development team, once development commences.
 - e. The consultant is responsible to keep the Local Authorities ready for eLG 2.0 system implementation including,
 - Facilitate the Local Authorities to keep the data (including assessment records) in required digital format on time, in order to execute the data migration process in the system without delay.
 - Gather training requirements of the system users, and facilitate to conduct capacity development programs in order to disseminate the knowledge and motivate staff to use and promote the eLG 2.0 system
 - Assist to implement the change management process at selected Local Authorities.
 - f. The selected Consultant will support the ICTA to achieve the project results / outputs by providing inputs to implement the project activities in accordance with ICTA rules and regulations.
 - g. Coordinate with the Senior officials of SMPCLGA with regards to the eLG 2.0 project matters and provide local government functional expertise
 - h. Facilitate knowledge building and knowledge sharing among the local government bodies, coordinate with Commissioners of Local Government (CLG), Assistant Commissioners of Local Government (ACLG) and the senior officers of SMPCLGA and SLILG.
 - i. Attending to any other eLG 2.0 project related activities assigned by ICTA.
 - j. Be the coordinating body with all the Local Authorities and be the single point of contact with regards to eLG 2.0 project.

4. Preferable Qualification of the Individual Consultant

It is preferred that the consultant meets all the requirements stipulated in this document as per the table given below.

Key Expert	Qualifications	Experience
Local Government Domain Consultant	<ul style="list-style-type: none"> • Degree from a Recognized University • Post Graduate Qualifications in e-Governance or similar sphere is an added qualification. 	<ul style="list-style-type: none"> • 10 + Years of experience in Government Organizations including 5 years in Local Government sector in Tertiary or Senior Level. • Experience in engaging e-Government initiatives in Sri Lanka is an added advantage.[GS1][Office2]

5. Competency Requirements:

Corporate Competencies

- Client Orientation: Promote the vision, mission, and strategic goals of the ICT Agency of Sri Lanka.
- Respect for Diversity: Display cultural, gender, religion, race, nationality and age sensitivity and adaptability.

Functional Competencies

- Extensive knowledge on Local Government Domain in terms of the operational perspective.[GS3][Office4]
- Ability to share the information on Local Government Authorities' business requirements, daily operations and procedures.
- Commitment to Continuous Learning: Seek and apply knowledge, information and best practices from within and outside of ICT Agency of Sri Lanka and work as a change agent to improve the quality and efficiency of proposed eLG 2.0 system.
- Motivated: Encourage service delivery that is evidence based, citizen focused, ethical, equitable, standardized and client-centered.

Management and Leadership

- Personal Relationship: Build strong relationships with clients, focus on impact and result for the client and respond positively to feedback
- Networking: Proven networking and team building skills
- Flexibility: Open to change and able to manage complexities
- Problem Solving: Ability to manage conflicts
- Communication: Demonstrate good oral and written communication skills, especially in English
- Team Work: Team player in a joint management environment and share knowledge

6. Language Requirements

Fluency in English and Sinhala or Tamil

7. Other Terms and Conditions

1. Duty station will be at ICT Agency of Sri Lanka, Colombo 03 (with frequent travel to the selected local authorities, SMPCLGA and SLILG)
2. The consultant will be reporting to eLG 2.0 Senior Manager of ICTA.
3. Duration of the assignment will be 18 months (Initially 12 months contract and renewable based on performance)
4. Payment will be made on monthly basis upon the submission and acceptance of the deliverables along with the monthly activity log.
5. The performance of the “Individual Consultant” will be subjected to a performance review after 3 months for mid-term assessment. In the event the performance is not satisfactory ICTA reserves the right to terminate the contract.

8. Deliverables

The following are the proposed high level deliverables expected from this individual consultancy assignment.

Deliverables	Timelines
1. Submission of <ul style="list-style-type: none"> - Business Requirement verification desk review report (Consultant shall review the current BPR document and all other relevant documents including relevant Ordinances, approved By-Laws, Rules and Regulations of Local Government in preparing the report.) and Field verification report on “Revenue Collection module” - Certified monthly activity log by the respective Authorities. 	1 st Month
2. Submission of <ul style="list-style-type: none"> - Business Requirement verification desk review report (Consultant shall review the current BPR document and all other relevant documents including relevant Ordinances, approved By-Laws, Rules and Regulations of Local Government in preparing the report.) and Field verification report on “Application process module” - Certified monthly activity log by the respective Authorities. 	2 nd Month
3. Submission of <ul style="list-style-type: none"> - A report to confirm the readiness of Local Authorities for eLG 2.0 System as per 3.e of the Terms of Reference (TOR) - Certified monthly activity log by the respective Authorities. 	3 rd Month
4. Submission of <ul style="list-style-type: none"> - Verification report with recommendation on Detailed Software Requirement Specification (DSRS) document / product backlog related to Revenue Collection module, submitted by the selected vendor. - Certified monthly activity log by the respective Authorities. 	4 th Month

<p>5. Submission of</p> <ul style="list-style-type: none"> - Verification report with recommendation on DSRS document / product backlog related to Application Process module, submitted by the selected vendor. - Certified monthly activity log by the respective Authorities. 	5 th Month
<p>6. Submission of</p> <ul style="list-style-type: none"> - Test case scenarios based on the product backlog and practical usage of revenue collection process at the Local Authorities. - Certified monthly activity log by the respective Authorities. 	6 th Month
<p>7. Submission of</p> <ul style="list-style-type: none"> - Test case scenarios on Application Process, Citizen portal and Mobile applications based on the product backlog and practical usage of the Local Authorities. - Certified monthly activity log by the respective Authorities. 	7 th Month
<p>8. Submission of</p> <ul style="list-style-type: none"> - Report on conducting test run on Revenue Collection module at 3 selected pilot sites based on the developed test case scenarios and the practical usage. - Certified monthly activity log by the respective Authorities. 	8 th Month
<p>9. Submission of</p> <ul style="list-style-type: none"> - Report on conducting test run on Application Process module at 3 selected pilot sites based on the developed test case scenarios and the practical usage. - Certified monthly activity log by the respective Authorities. 	9 th Month
<p>10. Submission of</p> <ul style="list-style-type: none"> - Status report on Revenue collection module implementation at pilot sites (including data cleansing and migration status, challengers and remedial action taken, etc.) - Certified monthly activity log by the respective Authorities. 	10 th Month
<p>11. Submission of</p> <ul style="list-style-type: none"> - Status report on Application module implementation at pilot sites (including data cleansing and migration status, challengers and remedial action taken, etc.) - Certified monthly activity log by the respective Authorities. 	11 th Month
<p>12. Submission of</p> <ul style="list-style-type: none"> - Report on conducting test run on Citizen Portal, Mobile applications (Android and IOS) and Capture and Update of Land and Building information at 3 selected pilot sites based on the developed test case scenarios and the practical usage. - Certified monthly activity log by the respective Authorities. 	12 th Month

<p>13. Submission of</p> <ul style="list-style-type: none"> - Comprehensive methodology for selecting 97 Local Authorities to rollout eLG 2.0. (including required document templates and selection criteria) - Certified monthly activity log by the respective Authorities. 	<p>13th Month</p>
<p>14. Submission of</p> <ul style="list-style-type: none"> - eLG 2.0 rollout plan with the list of selected Local Authorities - Certified monthly activity log by the respective Authorities. 	<p>14th Month</p>
<p>15. Submission of</p> <ul style="list-style-type: none"> - Report on readiness (Refer 3.e of the TOR) of the first 30 Local Authorities to implement eLG 2.0 (including the site-specific requirements) - Certified monthly activity log by the respective Authorities. 	<p>15th Month</p>
<p>16. Submission of</p> <ul style="list-style-type: none"> - Report on readiness (Refer 3.e of the TOR) of the next 30 Local Authorities to implement eLG 2.0 (including the site-specific requirements) - Certified monthly activity log by the respective Authorities. 	<p>16th Month</p>
<p>17. Submission of</p> <ul style="list-style-type: none"> - Report on readiness (Refer 3.e of the TOR) of the last 37 Local Authorities to implement eLG 2.0 (including the site-specific requirements) - Certified monthly activity log by the respective Authorities. 	<p>17th Month</p>
<p>18. Submission of</p> <ul style="list-style-type: none"> - Final project report - Feedback of pilot sites (Pilot sites would have been in operation for 6 months by this time), Further improvements and recommendations on eLG 2.0 solution. - Certified monthly activity log by the respective Authorities. 	<p>18th Month</p>

9. Payment Schedule

Deliverables	Timelines	% Out of All-Inclusive Lump Sum
1. Submission of <ul style="list-style-type: none"> - Business Requirement verification desk review report (Consultant shall review the current BPR document and all other relevant documents including relevant Ordinances, approved By-Laws, Rules and Regulations of Local Government in preparing the report.) and Field verification report on “Revenue Collection module” - Certified monthly activity log by the respective Authorities. 	1 st Month	5%
2. Submission of <ul style="list-style-type: none"> - Business Requirement verification desk review report (Consultant shall review the current BPR document and all other relevant documents including relevant Ordinances, approved By-Laws, Rules and Regulations of Local Government in preparing the report.) and Field verification report on “Application process module” - Certified monthly activity log by the respective Authorities. 	2 nd Month	5%
3. Submission of <ul style="list-style-type: none"> - A report to confirm the readiness of Local Authorities for eLG 2.0 System as per 3.e of the Terms of Reference (TOR) - Certified monthly activity log by the respective Authorities. 	3 rd Month	5%
4. Submission of <ul style="list-style-type: none"> - Verification report with recommendation on Detailed Software Requirement Specification (DSRS) document / product backlog related to Revenue Collection module, submitted by the selected vendor. - Certified monthly activity log by the respective Authorities. 	4 th Month	5%
5. Submission of <ul style="list-style-type: none"> - Verification report with recommendation on DSRS document / product backlog related to Application Process module, submitted by the selected vendor. - Certified monthly activity log by the respective Authorities. 	5 th Month	5%

<p>6. Submission of</p> <ul style="list-style-type: none"> - Test case scenarios based on the product backlog and practical usage of revenue collection process at the Local Authorities. - Certified monthly activity log by the respective Authorities. 	6 th Month	5%
<p>7. Submission of</p> <ul style="list-style-type: none"> - Test case scenarios on Application Process, Citizen portal and Mobile applications based on the product backlog and practical usage of the Local Authorities. - Certified monthly activity log by the respective Authorities. 	7 th Month	5%
<p>8. Submission of</p> <ul style="list-style-type: none"> - Report on conducting test run on Revenue Collection module at 3 selected pilot sites based on the developed test case scenarios and the practical usage. - Certified monthly activity log by the respective Authorities. 	8 th Month	5%
<p>9. Submission of</p> <ul style="list-style-type: none"> - Report on conducting test run on Application Process module at 3 selected pilot sites based on the developed test case scenarios and the practical usage. - Certified monthly activity log by the respective Authorities. 	9 th Month	5%
<p>10. Submission of</p> <ul style="list-style-type: none"> - Status report on Revenue collection module implementation at pilot sites (including data cleansing and migration status, challengers and remedial action taken, etc.) - Certified monthly activity log by the respective Authorities. 	10 th Month	5%
<p>11. Submission of</p> <ul style="list-style-type: none"> - Status report on Application module implementation at pilot sites (including data cleansing and migration status, challengers and remedial action taken, etc.) - Certified monthly activity log by the respective Authorities. 	11 th Month	5%
<p>12. Submission of</p> <ul style="list-style-type: none"> - Report on conducting test run on Citizen Portal, Mobile applications (Android and IOS) and Capture and Update of Land and Building information at 3 selected pilot sites based on the developed test case scenarios and the practical usage. 	12 th Month	5%

<ul style="list-style-type: none"> - Certified monthly activity log by the respective Authorities. 		
<p>13. Submission of</p> <ul style="list-style-type: none"> - Comprehensive methodology for selecting 97 Local Authorities to rollout eLG 2.0. (including required document templates and selection criteria) - Certified monthly activity log by the respective Authorities. 	13 th Month	5%
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<p>15. Submission of</p> <ul style="list-style-type: none"> - Report on readiness (Refer 3.e of the TOR) of the first 30 Local Authorities to implement eLG 2.0 (including the site-specific requirements) - Certified monthly activity log by the respective Authorities. 	15 th Month	5%
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<p>18. Submission of</p> <ul style="list-style-type: none"> - Final project report - Feedback of pilot sites (Pilot sites would have been in operation for 6 months by this time), Further improvements and recommendations on eLG 2.0 solution. - Certified monthly activity log by the respective Authorities. 	18 th Month	15%

Monthly Activity Log

Month					
Date	Time From	Time To	Work performed	Local Authority (LA)	Signature of the LA Secretary

Signature: _____

Certified by: _____

Designation: _____

Signature: _____

Date: _____