

ARIAS SOCIETY
Assam Rural Infrastructure and Agricultural Services Society
(An Autonomous Body under Govt. of Assam)
Project Coordination Unit (PCU) of the World Bank Financed
Assam Agribusiness and Rural Transformation Project (APART)
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Draft Terms of Reference (ToR) for Management Information Systems (MIS) Operator in Operational Project Implementation Units (OPIUs) at Guwahati under APART

(A) BACKGROUND & OBJECTIVES OF THE PROJECT

1. The Government of Assam (GoA) through Government of India (GoI) has received a loan from the World Bank for the Assam Agribusiness and Rural Transformation Project (APART). Assam Rural Infrastructure and Agricultural Services (ARIAS) Society is the apex coordinating and monitoring agency for APART. For smooth implementation of APART, eight Core Project Implementation Units (CPIUs) have been set up in the participating Administrative Departments and 15 Operational Project Implementation Units (OPIUs) have been established in the participating Commissionerate/ Directorates/Agencies. ARIAS Society, now intends to hire **MIS Operators** to be placed in various OPIUs at Guwahati on contractual basis.
2. The Project Development Objective of APART is to “add value and improve resilience of selected agri value chains focusing on smallholder farmers and agro-entrepreneurs in targeted districts of Assam”.
3. There are four components of APART: The first component is Enabling Agri enterprise Development, with sub components being (i) enhancing state capacity to attract private investments, (ii) setting up of an Enterprise Development and Promotion Facility (EDPF) (iii) setting up of an Agribusiness Investment Fund (AIF) (iv) establishing stewardship councils. The second component is Facilitating Agro Cluster Development with sub-components being- (i) support establishment of cluster level Industry Associations (IAs), (ii) supply chain support. The third component is Fostering Market Led Production and Resilience Enhancement with sub components being (i) promoting climate resilient technologies and their adoption (ii) Facilitating market linkages through market intelligence and product aggregation (iii) Facilitating access to and responsible use of financial services. The fourth component is project Management, Monitoring and Learning.
4. The project will achieve the PDO by: (i) promoting investments in agri-enterprises, reducing the business and transaction costs, facilitating access to finance for agribusiness entrepreneurs, and, where appropriate, push for process, regulatory and/or policy change; (ii) supporting the development of a modern agri supply chain; improved information communication technologies (ICT) based farm information and intelligence services, and alternative marketing channels; and (iii) improving producers’ access to knowledge, technologies and infrastructure so that they are able to respond to market opportunities and climate variability. To achieve the PDO, the project will adopt a clusters (production and enterprise) and value chain approach.

(B) OBJECTIVES OF THE ASSIGNMENT & SCOPE

5. The **MIS Operator** will be responsible for maintaining the MIS relating to the OPIU. The scope of the assignment includes contributing towards the project MIS, supporting the procurement staff in the OPIU in uploading the data in Systematic Tracking of Exchanges in Procurement (STEP) and to ensure that internet connectivity and email system relating to OPIU is up and running all times, troubleshooting computer software and hardware related issues in the OPIU. In addition, MIS Operator will support the Head of OPIU and OPIU members on MIS related issues.
6. *The key job responsibilities of the **MIS Operator** include:*
 - a. Coordinate all matters relating to MIS of OPIU and to ensure timely and proper uploading of data/ information into the project MIS as authorized.
 - b. Timely submission of data/ information and other materials like REOI, To Rs, photographs, videos etc to be uploaded on ARIAS Society website.
 - c. Timely uploading of data/ information & other materials like REOI, To Rs, photographs, videos etc in the APART section of Department/ Commissionerate/ Directorate/ Agency website.
 - d. Support the procurement staff in OPIU in timely uploading procurement related data in

Systematic Tracking of Exchanges in Procurement (STEP) of World Bank.

- e. Support the OPIU in procuring necessary software, applications, installing, configuring and their need based maintenance.
- f. Coordination of data entry activities under APART relating to OPIU.
- g. Day to day management of OPIU MIS including data bases, web operations and ensuring its hassle free availability to users.
- h. Establishment and administration of an efficient e-mail system, maintaining user accounts and profiles, including LAN and controlling privileges and permissions for sharing, accessing data information among users and from common/central/ shared folders/drives.
- i. Monitor access of users to restricted/prohibited sites and virus management through administration of efficient and update anti-virus systems.
- j. Monitoring database server performance, error log, event log, transaction log etc. Performing preventive maintenance tasks to ensure minimum system downtime.
- k. Database back up and schedules recovery
- l. Providing server administration, technical and helpdesk support related functions, reporting and identifying system's security, repairing software and hardware malfunctions, install and uninstall applications and hardware to keep the system current and working efficiently, monitoring, assisting users with information technology resources and ensure that MIS protocol is adhered to by all users in the OPIU.
- m. Troubleshooting of computer hardware and software, network functionality and technical issues, maintenance of routing system in particular WAN/LAN connectivity on a daily basis.
- n. Maintaining the technical aspects of the Social media pages, blogs, online discussion forums, if any of the OPIU.
- o. Undertake field-visits and tours to the project locations, with prior approval of the Head of OPIU. Occasional out of the state visits may also be required as directed by the Head of OPIU.
- p. Any other task assigned by Nodal Officer- APART/ Head of OPIU/ SPD-ARIAS Society.

(C) QUALIFICATIONS, EXPERIENCE, AGE ETC.

7. **Educational Qualification:** The MIS Operator must possess at least a **B. Sc. (IT or Comp. Sc.)/B. Tech. (Computer Science)/Bachelor of Computer Application (BCA)/** three years Diploma in Computer Science or a closely related field.
8. **Working Experience:** The MIS Operator should have at least **4 years** professional experience (in case the Bachelors degree/diploma is of three years duration) or **3 years** experience (in case the Bachelors degree/diploma is of 4 years duration) in the field of MIS in any public/ private sector organization.
9. **Computer Skills:** The MIS Operator must have expertise in using Internet based applications, working with advanced word processing/spreadsheet including MS Word, MS Excel, MS Power Point, related applications and software & hardware computer systems.
10. **Language:** Fluency in English and Assamese is essential.
11. **Desirable Qualifications, Experience, Skills etc:**
 - a. Experience of working in complex, multi stakeholder, fast moving environment and ability to work under pressure, strict deadlines and multitasking
 - b. Good social, analytical and planning skills; the candidate must show initiative, synthesis, organization and personal dynamism, be self-motivated and should possess ability to work independently as well as in teams.
12. **Age:** Age of the candidate should not be more than **35 years** as on **1st January, 2020**.

(D) DURATION OF CONTRACT, NOTICE PERIOD ETC.

13. The tenure of **MIS Operator** is intended for the entire duration of the project i.e. **upto 2024** and co-terminus with the project period of APART. However, continuity of the **MIS Operator** beyond **eleven (11) months** from the date of signing the agreement will depend upon his/her performance.
14. The contract with **MIS Operator** may be terminated by either side at any point of time during the contractual period by serving a 30 days' notice without assigning any reason and without thereby incurring any liability to the Directorate/Department/ Govt. of Assam/ ARIAS Society. The assignment is purely contractual in nature and shall not, under any circumstance, be extended beyond the APART's closing date.

The Directorate/ Department/ Govt. of Assam/ ARIAS Society shall not undertake any responsibility for subsequent deployment of **MIS Operator**.

15. The **MIS Operator** shall not assign or sub-contract, *in whole or in part*, his/her obligations except with the Reporting Officer's prior written consent. The **MIS Operator** will have to serve the project on full time basis. He/she will provide services from the Office of the OPIU.

(E) REMUNERATION, PAYMENT TERMS & LEAVE

16. The consolidated fixed remuneration of the MIS Operator shall be **4.20 lakhs per year**. Taxes as applicable shall be dealt with as per applicable laws. The fixed remuneration shall be inclusive of monthly remuneration and performance-linked-incentive, communication allowance, etc.
17. Travelling, Boarding & Lodging expenses for approved official tours outside Guwahati will be reimbursed as per prevailing project rules.
18. The provisions of leave would be as per prevailing project rules.

(F) REPORTING & PERFORMANCE REVIEW

19. **MIS Operator** will report to the Head of OPIU. The performance of the **MIS Operator** will be evaluated by Head of OPIU and a consolidated quarterly report shall be submitted to the ARIAS Society for further processing.

(G) FACILITIES TO BE PROVIDED TO MIS OPERATOR

20. Access to the required documents, correspondence, contact details and any other information associated with the project and as deemed necessary. The **MIS Operator** will be provided with one office cubicle/workstation/ shared office space along with computer, printer, computer stationery/office consumables, and internet access.

Note: This is a draft ToR and SPD, ARIAS Society reserves the right to change, update or modify this ToR at any stage till recruitment process is completed.
