

**Assam Rural Infrastructure and Agricultural Services Society (ARIASS)**  
(An autonomous body under the Government of Assam,)  
**Proposed World Bank funded Assam Citizen Centered Service Delivery Project (ACCSDP)**

**Draft Terms of Reference: ICT Infrastructure Specialist**

Position	<b>ICT Infrastructure (ICTI) Specialist</b>
Experience	11 to15 years+
Reports To	State Project Director
Contract Type	Full Time initially one year with possibility of renewal depending on performance
Work Location Head Quarter	Guwahati, Assam
Compensation	Rs.18.00 lakh to Rs.25.80 lakh per year, including performance linked incentive

**(A) Background and Objectives of the Project**

1. The Government of Assam (GoA) is committed to improve governance in the state and public sector performance. It has already embarked upon a number of specific initiatives to support this objective. They include: the Right to Public Service Act (RTPS), RTI, a public grievance redress system, e-District, Common Service Centers, and establishment of State e-Governance infrastructure.

2. To take this agenda forward, GoA is launching the “Assam Citizen Centric Service Delivery Project” (ACCSDP) initiative that aims to improve citizen access to targeted services, particularly in remote areas. Citizens, especially the rural communities who are heavily dependent on government services, will be the principal beneficiary group of the project. To improve and expand reach of public services, one of the tools that ACCSDP intends to use with particular emphasis is telecommunication technology.

3. The project aims to strengthen institutional operations and improve citizen awareness and participation in order to expand access to services to benefit the rural poor. This inclusive approach will contribute to access improvements in four key ways: **(i)** by expanding the number of Right to Public Services Act (RTPS) services which are digitized and available on-line; **(ii)** by improving connectivity infrastructure especially in underserved areas to enhance citizen access to services; **(iii)** by engaging local populations in service delivery (through both participatory and digital approaches) so that targeted priority services for the rural communities are accessible; and **(iv)** by rationalizing and strengthening service delivery by front-line institutions.

4. These key components of the project namely digitization of services, ICT (information and communications technology) infrastructure, citizen engagement, front-line delivery institutions, and change management would be managed through a Project Management Unit (PMU) under the ARIASS. It would be led by a State Project Director (SPD) and a Deputy Project Director, and would have staff/Specialists to lead each of the following critical activity areas:

- Business Process Re-engineering and IT Specialist
- ICT Infrastructure Specialist
- Social Development and Communication Specialist
- Monitoring and evaluation (M&E) Specialist
- Citizen engagement and Change management
- Procurement & Contract Management Specialist
- Financial Management Specialist
- PMU Support Staff

5. The PMU of the ACCSDP is seeking an interested and qualified professional for the position of **ICT Infrastructure Specialist** to lead activities related to leveraging and where necessary improving information and communication technology infrastructure to improve public service delivery.

## **(B) Job Summary**

6. To support ACCSDP's objective of improved citizen access to selected services notified under RTPS Act including other electronic services, spearheads the design, planning and implementation of solutions leveraging the existing ICT (including equipment and connectivity) infrastructure and where necessary improving it.
7. More specifically, as per the infrastructure plan, the ICT Infrastructure (ICTI) Specialist would - **(i)** coordinate with the non-consultancy service provider agency to be hired under the project for ensuring reliable network connectivity to the identified One-Stop-Service Centres (OSSC) and backend of departments and monitor the performance of the service provider as per the provisions of the contract agreement and report to the SPD; **(ii)** develop the technical specifications for procurement of the ICT Hardware for OSSCs and line Departments/Agencies of ACCSDP in consultation with the Stakeholder Departments/agencies of ACCSDP and the World Bank and assist in the procurement process to select the vendor(s) and monitor the performance of selected vendor(s) as per the provisions of the related contract agreement(s);
8. Develop detailed Technical Specifications to procure goods and develop TORs for services/ consultancies related to procurement of ICT equipment and connectivity; assist the procurement unit of the PMU in vendor/contractor/consultant selection process; and manage and monitor the performance of the selected agencies/consultants responsible for detailed design and implementation of all infrastructure leveraging and strengthening activities.
9. The ICTI Specialist will work closely with the participating government departments/agencies of ACCSDP, and other specialists hired for ACCSDP like for BPR&IT, Change Management, etc. and Senior Management of ACCSDP to ensure effectiveness of design and implementation of infrastructure related solutions for the project. In consultation with other PMU colleagues and with advice from senior management, ICTI Specialist will ensure alignment of infrastructure solutions with ACCSDP objectives; quality and timeliness in delivery of goods and services procured; and necessary upkeep and continual updating of systems set-up. He/she will support senior management with infrastructure solution specific inputs on planning, management, capacity building, and institutional mechanisms for intermediate and long-term success of citizen-centric public service delivery by GoA.

## **(C) Tasks & Responsibilities**

### **10. Coordination and Management**

- a) In consultation with the senior management lead and oversee infrastructure related assessment, planning, procurement and budgeting exercises
- b) Advise and assist in procurement of goods and services for infrastructure assessment and strengthening and; and monitoring the performance of the select vendors as cited above
- c) Work closely with Procurement Unit of the PMU for procurement of infrastructure related goods and associated services
- d) Ensure implementation effectiveness and efficiency for all infrastructure leveraging and strengthening related activities
- e) Work closely with members of the PMU team, with concerned GoA departments, other partners, and service providers for smooth implementation of infrastructure leveraging and strengthening activities to support ACCSDP objectives
- f) Ensure alignment of infrastructure related activities with ACCSDP objectives
- g) Lead design and implementation of related capacity building activities
- h) Manage and direct contractual vendors/consulting resources
- i) Monitor progress of infrastructure related activities through well-defined indicators embedded in the monitoring framework under the overall principle of results based management
- j) Provide necessary inputs to senior management to inform the project Steering Committee

11. **Technical leadership:** Takes technical leadership on issues related to ICT and IT connectivity/ telecommunication infrastructure needed to support ACCSDP's objectives including:
- a) Current status and need assessment of the state ICT infrastructure related to OSSCs and line Departments/Agencies of ACCSDP, State data Center, SWAN, including horizontal and vertical connectivity, telecom infrastructure; future models and transition steps to the optimal level
  - b) Ways to secure horizontal connectivity required for back-end processing of targeted departments/agencies of ACCSDP to support digitization of targeted RTPS services/other electronic services
  - c) Approaches to improve connectivity and access to service in those parts of the State that face unique connectivity issues
  - d) Critical inputs required to ensure high-quality and reliable infrastructure operability to support effectiveness of the overall service delivery solution
  - e) Appropriate solution to achieve optimal performance and scalability
  - f) Develop a core ICT Infrastructure Team in the line departments/agencies to ensure that it is able to meet the requirements of ACCSDP in implementation of the Infrastructure component
  - g) Technical Specifications for all ICT Infrastructure contracts under the project
  - h) Monitor the progress of Infrastructure Implementation against the Project Implementation Plan through appropriate monitoring indicators.

**12. Project Representation**

- a) Lead dialogues on infrastructure solutions with partners in the Line Departments/agencies of ACCSDP and those representing citizens including civil society institutions
- b) As required represents the project at internal and external forums on issues relating to ICT infrastructure solutions to support delivery of service as per objectives of ACCSDP

**13. Learning and Knowledge sharing within the team and with partners**

- a) Document regularly all ICT infrastructure related work accomplished for continuity planning
- b) Participate in knowledge workshops with team members at PMU for good project performance
- c) Lead communication with government and other partners in sharing project progress, and seeking feedback to improve design and implementation of ICT infrastructure solutions
- d) Identify and participate in opportunities for cross-learning with projects similar to ACCSDP

**14. Reporting**

- a) Ensure timely and high quality reporting (technical and financial) to senior management of ACCSDP and the clients against the project monitoring framework
- b) Ensure compliance to PMU's requirements of reporting – financial and otherwise
- c) Provide clarifications to partners on ICT related project issues as and when needed

Any other responsibilities relating to ACCSDP as and when by the SPD, ARIAS society

**(D) Facility to be provided by the PMU:** The PMU will -

- a) Give access to all the required documents, correspondence, and any other information associated with the project and as deemed necessary.
- b) Provide one office cubicle in the PMU along with computer, printer, office consumables, and internet access. In addition, one laptop computer, along with Internet Data Card (maximum 4 GB per month) may also be provided depending on the intensity of the service, as determined by SPD.

- c) Provide conveyance arrangements for official travel within the Guwahati city on pool basis and also for field visits approved by the SPD.

**(E) Qualifications**

**15. Essential Qualifications, Experience:**

- a) This position is indicated for Senior Specialist, and hence the essential qualification is - Post Graduate in Electronics/Computer Science/IT or MCA/MSc. in Computer Science/Information Systems with specialization in Information Technology preferably along with MBA/PGDBM; Atleast **11 to 15** years of experience in managing ICT infrastructure in public agencies at managerial/ leadership position;

However, Graduates (BE/B.Tech etc.) in Electronics/Computer Science with specialization in Information Technology and with experience of over **15** years in managing ICT infrastructure in public agencies at managerial/ leadership position may also be considered;

In case sufficient candidates meeting the above cited criterion are not available, Graduates/Post graduates (BE/B.Tech etc.) in Electronics/Computer Science/ Information Technology having experience of over **07** years in managing ICT infrastructure in public agencies at managerial/ leadership position may also be considered, but they will be offered Mid-level consultant position at a lesser remuneration/CTP as indicated in TOR;

- b) At least **8** years of progressively responsible domain experience in multi-partner development projects
- c) Demonstrable knowledge of and direct experience in managing ICT Infrastructure and Connectivity overhauling initiatives in any public sector projects
- d) Experience in ICT based citizen-centric development projects will be preferred
- e) Experience in managing ICT infrastructure related aspects of large state or national level e-governance projects will be a definite advantage
- f) Understanding of e-Governance strategy and applications, information technology enabled Business Process Re-engineering projects along with knowledge and experiences of appropriate hardware and software solutions;
- g) Must possess initiative and the ability to work independently
- h) Good communication and report writing skills are necessary
- i) **Age:** The candidate shall not be of more than **50** years of age as on **1<sup>st</sup> April'2016**. However, in case of exceptionally talented candidate having wide relevant experience this requirement may be relaxed.

**16. Desired Qualifications:**

- a) Good knowledge of externally aided projects preferably, familiar to World Bank's procedures
- b) Good command over English language, written and spoken;
- c) Working knowledge of Hindi/Assamese/Bengali/Bodo will be an advantage
- d) Specific experience in India.

**(F) Duration of assignment:**

- a) The contract period of the, ICTI Specialist is intended for the entire duration of the project. However, continuity of the ICTI Specialist beyond one (1) year will depend upon his/her performance.
- b) The ICTI Specialist will have to serve the ARIAS Society on full time basis under the overall command of the State Project Director, ARIAS society and provide services from the PCU at Khanapara, Guwahati. The Resignation/Termination shall be as per the HR Policy of the ARIAS Society.

**(G) Travel Requirements:**

- a) The ICTI Specialist will be required to undertake field-visits and tours as per the project requirements, with prior approval of the SPD

**(H) Remuneration and payment terms:**

- a) Depending on the qualifications, experience, competency, and also the remuneration/ CTC of the last assignment, the consolidated fixed annual Cost to project (CTP) of the ICTI Specialist will be determined and mutually agreed with the successful candidate, which would be in the range between **Rs.18.00 lakh to Rs.25.80 lakh** per year. The agreed annual CTP shall be inclusive of remuneration, performance-based-incentive in the range of **Rs. 25,000 to Rs. 40,000** per month, including communication allowance, health/service related insurance, all taxes, cost of accommodation and food at Guwahati, conveyance to attend the PCU, etc.
- b) However, in case the ICTI Specialist is hired as Mid-level consultant pursuant to para **E.15** above, the CTP would be fixed in the range of **Rs.11.40 lakh to Rs.19.20 lakh** per year. The agreed annual CTP shall be inclusive of remuneration, performance-based-incentive in the range of **Rs. 10,000 to Rs. 25,000** per month, including communication allowance, health/service related insurance, all taxes, cost of accommodation and food at Guwahati, conveyance to attend the PCU, etc.
- c) The remuneration will be given in equal monthly installments and the performance-based-incentive will be given on quarterly basis based on the performance and achievement against the mutually agreed deliverables by the ICTI Specialist. Taxes as applicable shall be dealt with as per applicable laws. The remuneration will be enhanced on an Annual Basis, based on the HR Policy of the ARIAS Society.
- d) Travelling, Boarding, Lodging and Food expenses for approved official tours outside Guwahati will be reimbursed as per the HR Policy of ARIAS Society and as provided in the contract agreement. For travel outside the State, the Travelling and Boarding & Lodging expenses will be reimbursed as per the HR Policy of the ARIAS Society and as provided in the contract agreement.

**(I) Reporting and Performance Review:**

- a) The ICTI Specialist will report to the State Project Director, ARIAS Society. The quality of service and performance of the ICTI Specialist will be reviewed by the SPD on a bi-monthly basis and the annually performance review will be done as per the HR Policy of the ARIAS Society.

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**ANNEXURE**  
**FORMAT FOR SUBMISSION OF CV (Feb.2016)**

1. Full Name (In Block Letters):
2. Gender:
3. Nationality (attach a copy of evidence):
4. Permanent Postal Address (attach a copy of evidence):
5. Police Station:
6. Current Address:
7. Telephone/ Cell No.:
8. Email address:
9. Passport No. (If available) (attach a copy of evidence): .....
10. Date of Birth (attach a copy of evidence):
11. Current Designation:
12. Current Employer's FULL Address with contact email and phone number:
13. Educational qualification (attach a copies of evidences):

Paste self  
attested Recent  
Passport Photo

Sl.	Examination	Subject	Year of Passing	Name of College	Name Board/ University	Class/ Percentage of marks obtained
1.	Graduation					
2.	Post graduation					

14. Training details relevant to the position applied (attach a copy of evidence):

Sl.	Training Field	Period of Training
1.		
2.		
3.		

15. Total Experience (in years): .....
16. Experience (in years) in managing ICT Infrastructure in public agencies at managerial/leadership position: ....
17. Experience (in years): in any World Bank funded projects/Externally aided projects or similar Govt. of India funded projects/National level reputed projects: .....
18. Languages known:
19. Computer proficiency: List information technology skills in terms of software, programming languages, ERP systems, equipment and others, and indicate your proficiency level (i.e. "L" for low; "A" for average; "H" for High)
20. Do you have any criminal or corruption charges pending against you? (If yes furnish details)
21. Have you ever been arrested, indicted or summoned into court as defendant in a criminal proceeding or convicted, fined or imprisoned for the violation of any law? (If yes furnish details)
22. Have you ever been discharged or forced to resign from any position? (If yes furnish details)
23. Employment Record (Starting from the latest):

From:	To:
Employer:	
Position Held:	
Monthly Remuneration (must attach copy of the latest salary/remuneration certificate):	
Summary of services provided:	

*Add boxes as required*

24. Works/Activities undertaken that best illustrates the experiences in similar position(s) applied for (clearly showing role played, duration of input, complexity of work undertaken, and core competencies)

Name of assignment or project:	
Year:	
Employer:	
Main Features of the project:	
Positions held:	
Activities performed:	

*Add boxes as required*

<p><b>Declaration:</b> I certify that the statements made by me in this CV are true, complete and correct to the best of my knowledge and belief. Permission is hereby given to the ARIAS Society to make such investigations as are necessary on the information given above. I understand that any misrepresentation or fraudulence or material omission made herein or in any other document requested by ARIAS Society would render dismissal and termination of my candidature/ service/contract apart from other penal action as per the law.</p>
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Signature of the Candidate

**Attach self attested certificates/testimonials.**

**IMPORTANT Note:** Candidates shall provide CV (not more than 8 pages) strictly as per the above format, along with self attested copies of testimonials/certificates (not more than 12 pages), evidencing that he/she is qualified to perform the services. **The complete CV along with certificates/testimonials shall not be more than 20 (twenty) pages or else CV may not be considered.**