

**Republic of the Union of Myanmar**  
**e-Government Advisor to Ministry**

**Terms of Reference**

**C.1.1.10**

**Background**

The Government of the Republic of the Union of Myanmar (Government) has since 2013 embarked on a broad and wide-ranging suite of sectoral reforms. In support of these reforms and consistent with the objectives of the e-Governance Master Plan adopted by the government, the World Bank financed a project under a credit from the International Development Association (World Bank Project) which provided for a wide range of support to the Government (as described further below).

The ICT sector in Myanmar has undergone rapid and fundamental changes in the past five years. Notable among the achievements are (a) the introduction of competitive ICT and telecommunications services through the licensing of new operators, (b) the elaboration of a new law in 2013, along with regulations, that enabled the first wave of reforms, (c) the establishment of an independent regulatory function for the telecommunications sector, and (d) a revision of the 2013 law (the draft revised telecommunications bill and a bill establishing the independent regulator are completed but have not been adopted by the Government). Under these reforms, the price of telecommunications services has dropped, the breadth and scope of coverage (both population and geographically) has expanded, and the importance of the sector as an employer, an engine of economic growth has also grown and the realization of delivery quality e-services through an e-Government program.

**Objective**

A Consultant is required for a period of one year to facilitate the e-Government team on the strategy and implementation of the e-Governance masterplan. The Consultant will provide advisory service on e-Government visioning, empowering the leadership on digital transformation agenda, and formulate action plans on e-Government policies, critical infrastructure, priority services, and capacity building. The consultant is supposed to report at the highest level of ministry and provide strategic direction for the e-Government programme of the country. Taking cognizant of the three tier implementation mechanism in the government, the consultant through ITCSA will provide necessary support to the : (i) Steering Committee under the Vice President, (ii) Implementation Committee under the Union Minister of Ministry Union of the government and (iii) Sub Committees.

With a view to have effective implementation of e-Government in Myanmar a three tier governance mechanism is in place. This governance mechanism includes a Steering Committee chaired by The Vice President, Implementation Committee chaired by Union Minister of Ministry of Union Government Office and sub-committees. In this regard, the Government intends to appoint a Consultant for advising Union Minister Office in terms of various strategic and operational e-Government implementation supports.

## **Scope of Work**

### **Visioning**

- Support for preparing an implementation plan for accomplishing the e-Governance Master Plan.
- Provide research and guidance on global digital 'megatrends' and how those trends are likely to impact on Myanmar and the Myanmar Government.
- Support in providing the networking with world's leading countries in e-Governance to help advance Myanmar understands of digital transformation.

### **Strategy and Direction**

- Provide strategic and in-depth analysis of, and provide advice on, emergent opportunities and/or future digital challenges that may impact across all of government, recommending strategies for effectively addressing these.
- Identify and leverage expertise across the world, the public service and within the CIO network to build and enhance cross government strategies to deliver the e-Government agenda.
- Ensure that all strategic advice and recommended approaches have had appropriate input from key stakeholders, especially those working across the public service.
- Provide high level, high quality, evaluative thinking, and evidence informed strategic analysis to support decision making and planning.
- Provide strategic advice, on all matters pertaining to Digital, Data and ICT to senior stakeholders, including Ministers, as required.
- Develop e-Government Program Work Plan and operational supporting budget plan.
- Ensure strategy and implementation of e-Government master plan are provided in a timely and efficient manner.

### **Agency Stakeholder Management and Influence**

- Work with key stakeholders across the government to position the e-Government as a key system lever for driving digital transformation across government.
- Oversee the delivery of e-Government pilots and showcases to demonstrate the value proposition to government stakeholders.

- Provide a system wide view of Digital, Data and ICT approaches to agencies to inform and direct agency executive's decisions.
- Assist the Government in identifying the quick wins, mid-terms and long terms projects relevant across all ministries pertaining to e-Government.
- Assist the Ministry Office in setting up of KPIs (Key Performance Indicators) for monitoring the implementation of e-Governance across ministries.
- Assist in conducting periodic review meetings as required.
- Assist in preparing information for issuing relevant Government Order/Procedure on policy, rules, and relevant frameworks for easy and smooth implementation process.
- Assist in proactively identifying the risk issues and challenges for implementation and propose mitigation actions.
- Assist in preparing a dashboard for senior executive to oversee the implementation progress.
- Assist in supporting for participation in international e-Government events, conferences, etc. for representing Myanmar.

## Deliverables and Timeline

### Deliverables

- (1) Inception Report.
- (2) Monthly Activity Report.
- (3) Support Plan
- (4) Research output
- (5) Final Report.

### Timeline

Deliverable	Activity	Indicative Timing	Payment
1. Inception Plan	<p>The Consultant shall host a kick-off meeting intended to review the goals, approach, scope of services, and deliverables in the Statement of Work.</p> <p>At this meeting the Consultant will present an Inception Plan that describes the tasks, resources involved, and project timeframes for each deliverable.</p>	2 weeks from contract signing	10%

2. Monthly Activity Report	The Consultant shall provide a monthly activity report for each of the period of one year of the engagement.	First report is due 4 week from contract signing and subsequent months at the end of the respective month	4 % per report for 12 monthly reports
3. Support plan	Support for preparing an implementation plan	Two month after contract signing	15%
4. Research output	Provide research and guidance on global digital 'megatrends'	Three months after contract signing	15%
5. Final Report	The Consultant shall provide a Final Report comprising of activities accomplished.	Within 3 weeks after the completion of 12 months of engagement	12%

### **Administrative Arrangements**

Reporting. The consultant will report to Permanent Secretary of the Ministry of Transport and Communications (MOTC) through the Director of e-Government Division, Information Technology and Cyber Security Department. The Consultant will be expected to prepare succinct and relevant documentation to support all recommendations, and to discuss recommendations with stake holders in the country.

All reports will be in English language, and in Word, Excel and Power point format, or equivalent. Draft versions of deliverables will be submitted electronically, and successive versions of reports will be marked to show changes from the previous draft.

Administrative Arrangements. The Consultant will work in close consultation with the Directors of e-Government Division and National Cyber Security Centre, Information Technology and Cyber Security Department (ITCSD) who will assist in arranging all meetings with other Government departments, communities, and stakeholders. Office space will be provided for the Consultant at the Ministry of Transport and Communications in Nay Pyi Taw. The Consultant shall treat all documents and communications under this engagement confidentially. A confidentiality agreement would be signed with the Consultant.

## **Minimum Consultant qualifications and experience:**

### **Education:**

- A minimum of Master's Degree and experience in the following fields - ICT, e-Governance and related areas as required.

### **Experience:**

- At least 10 years of relevant professional experience in supporting implementing e-Governance and ICTs for development.
- At least three country level experiences on e-Government advisory and implementation.
- Experience in managing nationwide e-Governance programme.
- Extensive experience in providing high level strategic advice and influencing system wide change.
- Extensive experience in engaging with and managing relationships with senior stakeholders, including government agencies.
- Has held significant leadership roles in Government in Digital, Data or ICT functions or related financial and investment management.
- Sound knowledge of e-governance issues in developing countries.
- Familiarity with living and working in a developing country.
- Exceptional problem solving, analytical and intellectual skills – able to think strategically, assess linkages, opportunities and challenges, and think innovatively across a wide range of issues in an environment with considerable complexity.
- Excellent interpersonal skills, e.g. networking and influencing skills, which can be applied at the most senior levels of other organisations and with external stakeholders.

### **Selection method:**

- The attention of consultant is drawn to paragraph 1.9 of the World Bank Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credit and Grants by World Bank Borrowers dated January 11, 2011(Consultant's Guidelines) setting the World Bank policy on conflict of interest.
- A Consultant will be selected in accordance with the Individual Consultant Selection Method set out in the Consultant's Guidelines. Also, a firm may provide qualified individual consultant for the assignment.
- The selection is solely based on experience and qualifications of the consultant.
- In case of a firm nominating an individual consultant, only the experience and qualifications of individual shall be used in the selection process, and that their corporate experience shall not be taken into account, and contract would be signed with the firm.