



Ministry of Public Administration, Home Affairs,  
Provincial Councils and Local Government

## **Terms of Reference (ToR)**

### **1.0 Background**

Being the center of civil administration, the Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government supervises, facilitates and coordinates functions and services of the Ministry and its delivery networks, namely District Administration, Divisional Administration and Rural Administration (Grama Niladari)

The 'e-Grama Niladari' project, which has been initiated by the Ministry in charge of Digital Infrastructure in 2017 in liaisons with this Ministry, focuses on empowering all 14,022 Grama Niladharis to deliver required public services and other official activities by using a special ICT system (hardware, trilingual software and connectivity), that functions on a specially designed household database with easy-to-use facilities to citizens and other officials as well. In line with the national priorities of the Government and targeting the social and economic development, the Ministry collaborates with number of fields such as implementation of public policies, human resource management, institutional development, application of electronic and technological methods and good governance, for the excellence of administrative performance.

The project will focus on enabling Grama Niladaris (GN) to enhance his/her official activities by using an ICT system which would work on Household database and provide easy-to-use facilities to provide most needed citizen services. The system should finally be integrated with other government systems which need the assistant of Grama Niladaris to complete their functions. This unique database would serve as the most reliable grassroots level household information of the government that can be shared for the government's regulatory and development purposes.

Data collection to feed into this database will be conducted using a Sinhala/English or Tamil/English pre-printed Household/Citizen Data Collection Forms (specially designed for scanning and digitalization). Selected enumerators in the GN divisions will conduct the data collection under the supervision of the Grama Niladari of the Division on a day/days decided by corresponding Divisional/District Secretary.

### **2.0 Objectives of the Service**

Provide training for GNs and selected enumerators to fill the household data form and preparation of user manual.

### **3.0 Scope of Work**

The Ministry seeks the service of a training consultancy firm, which is capable of providing the service of Consultants in Sinhala and Tamil languages (Two Senior Training Consultants (Sinhala-01 & Tamil-01) and Six Junior Training Consultants (Sinhala-04 & Tamil-02)) to provide initial training for key officials in the selected Divisional Secretariats on filling the pre-printed Household/Citizen Data Collection Forms (specially designed for scanning and digitalization). A draft of the manual for enumerators and other officials will be provided by the Ministry.

- (a) Selected consultant firm should professionally provide training to groups of nominated officials at Divisional Secretariat level,
  - i. To obtain a thorough understanding of the scope and objectives of the data collection process.
  - ii. To understand the data collection methodology.
  - iii. To educate Grama Niladari and enumerators on how to collect household and citizens data as of the instructions given and make sure to fill the form without errors.
- (b) It is understood that the data collection will have to be started only upon completion of the training for the selected enumerators and GNs by the officials trained by the consultant in each District, so that a clear roadmap of training schedule should be adopted in consultation with the Ministry.

### **4.0 Duties and Responsibilities**

The MINISTRY requires the selected Service Provider to undertake the following major tasks;

1. Initial training to fill the household data form for 700 – 1,000 government officials nominated by the Ministry.
2. MINISTRY shall provide drafted training module and Service Provider shall make required improvements to the module in consultation with the MINISTRY.
3. Training shall hold on one or two locations in each District.
4. Compile a list of Frequently Asked Questions (FAQ) by trainees and publish in a web application, that shall be developed by selected consultancy firm in both languages (Sinhala & Tamil).

### **5.0 Conflict Resolution and Consultant Reporting Process**

Selected firm should submit a Conflict Resolution and Consultants Report.

- i. Consultant should report to the designated officer of any conflict during the assignment.
- ii. All the documents submitted by the consultant will be reviewed by the Project Management Committee

## 6.0 Scope of the Service

- (a) Selected Service Provider shall review all questions of eGN household data form and prepare the User Manual and finalize the user manual before initiate the training session.
- (b) Service Provider must conduct training sessions in all 25 districts and MINISTRY will facilitate logistics (for participants and Ministry staff). Service Provider shall conduct minimum of two (02) and maximum of five (05) training sessions in each district. During the training sessions, Service Provider should mentor all nominated trainees and provide adequate support and guidelines to complete the eGN data collection process. Training centers will be provided by the MINISTRY. Service Provider should look after their accommodation, food and transport for their training staff.
- (c) Champions need to be identified by the Service Provider during the training sessions to fulfill the Training of Trainers (ToT) requirement. Methodology should be developed in consultation with the MINISTRY.
- (d) During the sample data collection stage, the Service Provider should be ready with suitable responses to the potential questions raised by GNs and enumerators in real time.
- (e) After completing the sample data collection, the Service Provider should verify the sample forms from each district.
- (f) Selected Service Provider shall develop and maintain the FAQ online, document and manual with updated queries. In addition to that Service Provider should maintain all the backups. The MINISTRY will facilitate the hosting.
- (g) Information related to the personal and performance should not be disclosed with any third parties.
- (h) Service Provider should get the feedback from the trainees after the completion of each training session.
- (i) Trainer should analyze the progress of data collection and training outcomes time to time and update the MINISTRY to take necessary actions.
- (j) The Service Provider is responsible for conducting field visits. These field visits must be conducted objectively and systematically and in highly professional manner and should be done in consultation with MINISTRY.
- (k) Service Provider should analyze the pattern of the trainings and the trainees' capability and propose the forecasting report with sustainability approach with best practices for future improvements.
- (l) COVID 19: Trainer must adhere to all relevant regulations/guidelines provided by the health authorities regarding COVID 19.
- (m) Due to the COVID-19 Pandemic situation the Ministry may decide to conduct some training sessions online. Therefore, the trainer must be ready with relevant digital contents and other resources to conduct online training sessions to cover at least 30% of the total participation. The Consultants/Trainers shall create relevant documentation/contents, videos, courses, and examination if required via the Government eLearning Platform (GeLP), given by the Ministry, and conduct the training session for the at least 30% of total population who are not participate for the physical training session. The Ministry will provide the GeLP platform and will give the initial GeLP platform training for trainers nominated by service provider.

## 7.0 Team composition and Qualification required

The roles required by the Key Experts form a vital requirement to successfully implement the project are listed below:

Role	Required No of Positions	Preferred Qualifications	Preferred Experience
Senior Training Consultant	02 (Sinhala 01 & Tamil 01)	<ul style="list-style-type: none"><li>Relevant any Bachelor's degree</li></ul>	<ul style="list-style-type: none"><li>Minimum three (03) years of work experience in the field or monitoring and evaluation and conducted training sessions for large groups at government or private organizations.</li><li>Demonstrated experience in compiling monitoring and evaluation reports, survey reports on development projects.</li></ul>
Junior Training Consultant	06 (Sinhala 04 & Tamil 02)	<ul style="list-style-type: none"><li>Minimum Diploma (NVQ 05 or above) qualification in social science, economics, statistics or IT.</li></ul>	<ul style="list-style-type: none"><li>Minimum one (01) year of work experience in conducting training sessions and documentations.</li><li>Should demonstrate high level of personal relations and presentation skills either in Sinhala or Tamil languages.</li></ul>

(\*Relevant certified copies for academic qualifications should be attached.)

- The consultant/training organization shall have conducted minimum number of two (02) cooperate training assignments either physical or online including minimum number of 200 participants for each assignment during the last 05 years (2017 to 2021, inclusive both years), proven with documentary evidence.
- Audited financial statements for the last five (05) years.

## 8.0 Documentation and Training

- Service Provider shall maintain and update regularly a YouTube channel and Face Book page throughout the period of contract.
- The Service Provider shall provide adequate training for the users of envisaged solution using operation documentations.
- The Service Provider shall provide FAQ online application with all upcoming questions and update FAQ page as per the frequent questions that the service provider will be receiving during the data collection going on.

## **9.0 Review Committees and Review Procedures**

- (a) The Trainer/Consultant will be required to work closely with the MINISTRY. The Trainer's work will be continuously reviewed by the MINISTRY through project management dashboard.
- (b) In addition, all versions of the documents prepared by the Service Provider will be reviewed by the Project Steering Committee (PSC).
- (c) Above document shall be maintained in a document repository designated by the MINISTRY.
- (d) Shortlisted bidders will be requested to perform a two (02) hour model training session (01 hour each for Sinhala and Tamil medium).

## **10.0 Financial Consideration**

- (a) The training proposal shall consist with a detailed financial proposal as per the price schedule.

## **11.0 Services and Facilities Provided by the MINISTRY**

- (a) The MINISTRY will facilitate the coordination with all required government organizations to obtain and access specifications and connectivity required, if any external interfacing is required.
- (b) The MINISTRY will provide the devices and connectivity services required by the Grama Niladhari to access the developed software solution.
- (c) The MINISTRY will provide the administrative framework to operate the software solution as a cloud-based service.
- (d) The MINISTRY will facilitate logistics required for the training sessions in all 25 districts including training centers. (Service Provider should look after their accommodation, transport and food)
- (e) The MINISTRY will arrange hosting facilities for the FAQ application

## 12.0 Output, Deliverables. Payment and Time Schedule

Following table provides indicative project deliverables and respective timescale to deliver the required functionality as mentioned in the TOR.

No	Milestones	Deliverables	Duration	Deadline
01	Detailed training implementation schedule and Inspection report.	Detailed training plan, Details of consultants, Training methods and approaches, data quality assurance techniques.	1 week	Commencement date + 1 week
02	User manuals	Household form user manual with both Sinhala and Tamil languages	1 weeks	Commencement date + 2 week
03	Develop the FAQ application	Online and user documentation to trace all quarries traced by users.	1 week	Commencement date + 3 week
04	Review all household data form questionnaire and update accordingly with the approval of Ministry. Clarify all quarries and update the user manual accordingly.	Review Reports/Notes  Logs/notes on queries and amendments/updates to the manual (in electronic form in Sinhala and Tamil)	1 week	Commencement date + 4 week
05	Conducting training session for all 25 districts (3-4, ½ day sessions)	Trained officials with adequate awareness and skills on completing the questionnaire (Sinhala/Tamil as of the training requirement)	8 weeks	Commencement date +12 week
06	Randomly review filled household data forms	Review Notes and suggestions	1 week	Commencement date + 13 week
07	Analyze the progress and provide forecasted sustainability training approach.	Brief report on the analysis/sustainability approach	2 weeks	Commencement date + 15 week
08	Completion of household data filling	Completion report/ Sustainable approach.	1 week	Commencement date + 16 week