

**Terms of Reference and Contract Terms for the
Project Director, Total Solutions Project,
Royal Government of Bhutan**

1. Introduction

- 1.1 The Royal Government of Bhutan (RGoB) has received a grant from the Government of India (GoI) and intends to apply a portion of the proceeds of this grant for providing services in managing the Total Solutions Project, to be implemented jointly by the National Institute of Information Technology (NIIT) and Department of Information Technology & Telecom (DITT), Ministry of Information and Communications (MoIC). For the purpose of planning, coordinating, guiding, supervising and monitoring works agreed under the Project, DITT/MoIC intends to hire a Bhutanese national as Project Director to perform services mentioned in the detailed Terms of Reference (TOR) in this document.

2. Background

- 2.1 The Royal Government of Bhutan (RGoB) has identified ICT as a priority sector for enabling an inclusive society through achievement of universal connectivity, enhanced IT literacy and improved e-Governance driven by an objective for an equitable socio-economic development in Bhutan. ICT globally is an enabler of economic growth and a means of reducing poverty. Addressing the needs of the poor, and fostering pro-poor innovation and growth through the effective and innovative use of ICT, is a priority of the RGoB. Making ICT more relevant to broader policy and development challenges will lay in strategically addressing ICT as a tool of change and instrument for achieving development objectives. Use of ICT in furthering innovation, creativity and Government & Enterprise productivity across all sectors could prove invaluable through which Bhutan could leverage its economic growth and development. In view of the above and the wider recognition of harnessing ICT as a tool of poverty reduction and sustainable economic development, the Tenth Plan (2008-2013) emphasizes mainstreaming ICT across all sectoral plans, including Dzongkhags and Gewog.
- 2.2 The RGoB's vision for the development of information and communication technology (ICT) in Bhutan, as stated in the Bhutan ICT Policy & Strategies, is simple yet clear - "With people at the center of development, Bhutan will harness the benefits of ICT, both as an enabler and as an industry to realize the Millennium Development Goals and work towards enhancing Gross National Happiness". One of the key objectives is to improve governance and provide transparent, efficient and effective government services to citizens and businesses, offering citizens/business centric services.
- 2.3 The Department of Information Technology & Telecommunication (DITT), as the nodal agency in the Government to spearhead the development of the ICT sector in Bhutan, will be required to play a central role in helping to realize these ICT aspirations. In the immediate short run, the ICT sector will be developed by improving ICT education, upgrading and expanding the existing nationwide ICT backbone network and taking ICT to the grass root level. The development of e-services will be carried out to add efficiency to the flow of information between the governmental agencies and also to speed up the service

delivery to the public. Community Information Centers (CICs) and regional ICT centers will be established to take the ICT services to the grassroots and community levels.

3. The Project

3.1 Having recognized the need for urgent intervention in the ICT sector, the Government of India has generously granted financial assistance to the RGoB to implement an ambitious ICT project in Bhutan, called the '***Total Solutions Project***' (***TSP***). The project is being implemented over a period of five years under the overall coordination of DITT, Ministry of Information & Communications and National Institute of Information Technology (NIIT), India. The TSP broadly comprises the following five components:

- a) Enabling e-Governance
- b) Raising Morale and Motivating Teachers
- c) Education for Employability in a knowledge Based Society
- d) Taking ICT to Schools
- e) Reaching the Unreached

4. Implementation Arrangements

4.1 The following institutional arrangements have been agreed to ensure the successful implementation of this project. Towards this end, the DITT/Ministry of Information & Communication – the designated agency for the overall project management and coordination, intends to manage the overall implementation of the TSP as follows:

- a) ***Project Coordination Committee (PCC)*** comprising of senior officials from relevant Ministries/agencies, will provide overall guidance and vision for the entire project, and:
 - Provide guidance and vision in line with the over-arching objectives;
 - Lay down qualitative and quantitative targets;
 - Set key performance indicators, set milestones to assess progress, output, outcome and achievements at various stages of the project lifecycle on an annual basis as well as for the entire duration of this project;
 - Review periodically (quarterly or as needed with more frequent meetings) and monitor the project to ensure successful implementation & completion.
- b) ***Sectoral Committees*** comprising teams from respective sectors (Ministry of Education, Ministry of Labour & Human Resources, Royal Civil Services Commission, Royal University of Bhutan and Department of IT & Telecom) and members of the Bhutanese private sector:
 - are responsible for implementing TSP in their respective sectors;
 - report to the National Co-ordination Committee, the progress & bottlenecks in implementing the project
 - work in close co-ordination with the Project Director, TSP- RGoB.
- c) Project Director, TSP - RGoB who will act as a link between the RGoB agencies and the NIIT on all matters relating to the Project.

5. Scope of Work

In order to achieve the country's vision of ICT literacy through the implementation of TSP, DITT/MoIC (Employer) requires the services of a Project Director (Employee) on fixed term contract basis. The work of the Project Director would include, but not limited to:

- a) Develop project implementation strategy;
- b) Project Management, Administration, Co-ordination and Facilitation of all activities needed for successful implementation of the Total Solutions Project;
- c) Design, development, procurement & implementation;
- d) Contract management with NIIT under each initiative;
- e) Monitoring & evaluation of all project activities;
- f) Ensure consistency of training programs nationally, coordinate certification and accreditation of Training programs;
- g) Propose improvements and modifications in TSP Training
- h) Propose fiscal budgets and manage fiscal prudence
- i) Determine the skill sets, expertise and capabilities of Government officers, Teachers & Schools
- j) Conduct effective liaison, surveys, seminars and workshops
- k) Act as a ONE STOP shop to cater to all needs of TSP
- l) Act as a bridge between the RGoB, government bodies, Schools, Communities & NIIT
- m) Study the laws, regulations of the country and strategize accordingly
- n) Facilitate participation of Bhutanese private sector in the TSP
- o) Provide protocol, hosting and match-making
- p) Develop a plan to help local software & hardware companies of Bhutan to supply and support 'Made in Bhutan' products

6. Terms of Reference (TOR)

6.1 The **Project Director** will work under the guidance of the Director, Department of IT & Telecom, *reporting to the Project Co-ordination Committee and closely interacting with the Sectoral Working groups* on the broad activities listed above. In particular, he/she will play a strategic and tactical role to advise all stakeholders to ensure the successful realization of the activities agreed under the TSP.

6.2 As the executive head of the TSP, the Project Director will be responsible for successfully implementing all the objectives of the Total Solutions Project. Specific roles and responsibilities of the Project Director shall include the following:

- a) Implement all activities agreed under the Total Solutions Project.
- b) Co-ordinate & Monitor NIIT's delivery of the Services in training of over 7,000 government officials for enabling e-Governance and carry out due diligence to employ appropriate technology and appropriate training in the relevant technologies and programs for the implementation of e-Governance.
- c) Implementation of Teacher Training program for technology enabled teaching to cover 5,000 teachers across the country of Bhutan.
- d) Equip all schools under ICT@Schools project with software and educational material in

- the schools along with facilitator training and other computer aided education services for effective student training
- e) Establish network of training centers in Vocational Training Institutes and in tertiary educational institutions to deliver world class IT training to the youth through IT Capacity Building Program
 - f) Establish one center to spread IT literacy within the Kingdom of Bhutan
 - g) Facilitate Implementation of 261 learning stations and similar number of community information centers in rural areas by NIIT,
 - h) Co-ordinate, Monitor, Manage & Supervise NIIT Resources, Common resource and Management services to provide backup and overriding support during implementation of project and later during knowledge transfer phase so that these projects are implemented in a synergistic manner aligned with the Royal Government of Bhutan's plan objective.
 - i) Project Manage all components of the contract with NIIT to effectively deploy all promised deliverables viz., to include provisioning and maintenance of Computer Labs, Hardware, Infrastructure (Real Estate, IT, Telecom, Internet/Bandwidth, Power-Regular availability & alternate energy resources like solar panels etc), Computer Instructors, Computer Education, Multimedia Based Computer Aided Education, Smart Science Stations, Geometer's Sketchpad, Teacher's Training, Project Management, Curriculum Development during the project period of five (5) years.
 - j) Project Manage NIIT's Computer Education services on Build, Operate & Transfer (BOT) basis.
 - k) Liaise with Government, Local government bodies, Government agencies, NIIT and Private Sector on an ongoing basis for the successful implementation of the project.
 - l) Co-ordinate, deploy and monitor the establishment of fully functioning Learning Stations with computer aided education , including the establishment of CICs through a feasible model covering management, operation and sustainability aspects.
 - m) Manage post deployment services and firm up continuous support through the lifetime.
 - n) Drafting of required terms of references, contracts and agreements as well as, assist in undertaking the necessary negotiations of contracts and agreements.
 - o) Leading and developing financial and HR budgets, procurement plans, other operational and procedural matters and ensuring effective control of costs against budget and timely execution of other operational, administrative and fiduciary processes.
 - p) Developing and implementing strategic communication campaigns to raise awareness.
 - q) Developing effective monitoring, evaluation and review systems.
 - r) Any other works assigned by the Project Coordination Committee, Sectoral Committees, DITT and MoIC in relation to implementation of this Project..

7. Qualifications/Experience

Interested Bhutanese national wishing to take up this challenging assignment should have strong knowledge of education systems & institutions, e-Governance, IT/ITES industry and ICT Education in Bhutan. As the position involves dealing with a wide range of local stakeholders and organizations, it is also important that the applicant possesses proven track record as a progressive and competent manager with good knowledge of business operations in Bhutan or similar environment.

7.1 Academic Qualification: Minimum Masters Degree preferably in Business, ICT, Education, Public Policy, HR Development/Management

7.2 Work experience:

- a) At least 15 years of hands-on experience working in or with reputable institutions, corporations or Government organizations;
- b) At least 4 years of work experience in senior management position, successfully leading teams/organizations;
- c) Should have executed national project.

8. Knowledge, Skills, and Abilities Requirements

- a) Appreciation of the functioning of the public & private sector
- b) Strong project management skills and evidence of leading multi-disciplinary teams & successful completion of complex projects
- c) Demonstrable business management skills, and understanding of education & ICT system;
- d) Experience of complex contract management & various procurement strategies
- e) Strong communication and interpersonal skills (both English and Dzongkha). Ability to find and communicate accurate information concerning processes, policies and procedures to project to stakeholders.
- f) Must be an individual of high integrity, transparent and be accountable in all his/her dealings.
- g) A team player with ability to establish and maintain effective working relationships with project team members, MoIC, RGoB, NIIT Resources, and the public & stakeholders at large.

9. Terms and conditions of employment

9.1 Duty station

The services will be performed principally at the Department of Information Technology & Telecommunications, Ministry of Information & Communications, Thimphu.

9.2 Contract duration

- a) The candidate selected for the assignment is expected to commence work not later than 1st April 2010.
- b) The assignment will initially be for two years, and is renewable for another term of two years or as deemed appropriate, based on performance and at the discretion of DITT/MoIC.

10 Remuneration and allowances

- a) The Employer shall pay the Project Director a consolidated remuneration between Nu. *Nu. 1,20,000 – 1,50,000* in respect of the services performed during the term of contract, at the end of every calendar month.

- b) In addition to monthly remuneration specified above, the Employer shall pay the Employee, the following allowances, costs and expenses:
 - (i) Per diem @ Nu. 800 every day involving overnight halt and while being away from the duty station. In such a case, he/she shall be entitled to claim per diem for day of departure from the duty station but not for the day of return.
 - (ii) Mileage claim @ Nu. 14 per kilometer for travel away from the duty station in the event of using his personal car, but not within a radius of 30 km.
 - (iii) External travel allowance equivalent to EX3 official as per government rule in force.
 - (iv) Gratuity, LTC and leave encashment shall not be eligible.

11. Other conditions of contract

- a) The Employee shall be responsible for arranging his own residential accommodation, medical expenses and insurance.
- b) The employee shall be entitled to leave as follows with prior approval of the Employer:
 - (i) Sick leave based on medical certificate and evidence;
 - (ii) Casual leave for a maximum of 10days for every calendar year. Anything beyond 10 days shall only be permitted without payment, to be proportionately adjusted from the monthly salary.
- c) The employee shall be liable for taxes as per the the Taxation ACT of the Kingdom of Bhutan, 2001.
- d) Movement out of duty station shall be performed only with prior approval of DITT/MoIC.
- e) All reports, notes, drawings, specifications, statistics, plans and other documents and data compiled or made by the employee while performing the Services shall be the property of the employer and upon termination of the engagement shall be disposed of as the Employer directs.
- f) Except with the written consent of the Employer, the Employee shall not divulge to any person nor use for own purposes, any information relating to the Services, the Project or the employer, including information in respect of rates of remuneration and conditions of employment.

12. Logistic Support

- a) An appropriate arrangement for office space shall be organized by the Employer.
- b) Office facilities such as computer, fax, telephone, furniture etc and associated expenses shall be organized through the project.

13. Application requirement

Interested Bhutanese nationals up to 55 years applying for the post shall provide the following:

- a) An application indicating clearly the post applied for;
- b) Curriculum Vitae (CV) including employment records, description of similar assignments, experience in similar conditions, availability of appropriate skills
- c) Short write-up (not exceeding two pages) as to his/her vision for the assignment
- d) Copies of the followings:
 - i) Academic transcripts
 - ii) Reference of work experience
 - iii) Security clearance certificate
 - iv) Medical certificate
 - v) Citizenship Identity card

14. Application submission deadline

Interested applicant shall submit application along with all above mentioned documents to the Office of the Chief Administration Officer, AFD, MoIC within ***March 26, 2010 before 1700H.***

15. Selection interview

The selection interview will be conducted on ***March 29, 2010*** and the result declared on March 30, 2010.