

# Terms of Reference

## Bangladesh Regional Connectivity Project 1 (BRCP 1)

### International Technical Specialist (Package No: NBR-SD6), National Single Window Development

#### Introduction

The Government of The People's Republic of Bangladesh has received an USD 150 million Credit from the International Development Association (IDA) – a member of the World Bank Group – for financing the cost of the *Bangladesh Regional Connectivity Project 1*(BRCP-1), being jointly implemented by the Bangladesh Land Port Authority (BLPA), National Board of Revenue (NBR) and Ministry of Commerce. Now the NBR intends to apply part of the IDA Credit for procuring the services of an International Technical Specialist (ITS) for its Project Implementation Unit (PIU).

The Project Development Objective is to improve conditions for trade through improving connectivity, reducing logistics bottlenecks and supporting the adoption of modern approaches to border management and trade facilitation.

The Project consists of three (3) major components of which the below component will be implemented by NBR:

*Component 3: Implement National Single Window and Customs Modernization plan.* The key activities under this component are:

The Bangladesh National Single Window (BNSW), which is being implemented by NBR with support from World Bank financed Bangladesh Regional Connectivity Project 1 (BRCP1), will facilitate faster and more transparent international trade procedures, reduce costs and provide consistency to the total trade processes, from the start of the regulatory requirements to the clearance of goods. The BNSW will deliver a user-friendly, electronic system that streamlines and automates procedures for registered private sector stakeholders and government agencies for international trade related permits, licenses, certificates and customs declarations. National Board of Revenue (NBR) signed the MoU with 38 government ministries and agencies on August 07, 2018 securing key policy commitment for Bangladesh National Single Window for Trade. BRCP1 is a projected implemented with World Bank's technical and financial assistance.

The Government of Bangladesh is in the process of appointing a Project Management and Quality Assurance (PMQA) firm which will oversee the project implementation process. It will also provide supplementary technical support to bridge any gaps in the preparatory aspects of the project including, business process design, data harmonization, elaboration of the functional and technical requirements, procurement support, project planning, implementation oversight, solution acceptance and closure.

The project also envisages the engagement of a hiring of an International Technical Specialist (ITS) as the BNSW project is entering a critical and complex implementation phase. The project has complex technical interfaces to be designed between the NSW and ASYCUDA World and other ICT systems, and requires

critical understanding of technology architecture, especially with regard to the issues concerning application-to-application messaging, and Application Programmatic Interfaces (APIs). The project therefore, is seeking the services of an experienced ITS

### **Objectives:**

The objectives of the assignment are to: (i) to work alongside and give guidance to the PIU in order to ensure that the project resources receive high-quality technical guidance, and the project activities are managed based on sound technical inputs and according to good practice project management principles taking into account the need to coordinate various inter-dependent activities, e.g. procurements of equipment, infrastructure, software applications and services and (ii) be a member of the Evaluation Committee of all key procurement packages and assist PIU in all technical aspects of procurement.

### **Scope of Services**

The ITS will assist the PIU by providing guidance and advice with regard to the management of the technical aspects of BNSW project during the preparatory phase as well as at the development and implementation phase. This includes support to the implementation of the Risk Management solution as well as the Valuation Data Base.

In particular, the ITS will:

- a) Be a member of the evaluation committee of key procurement packages;
- b) Assist the PIU based on his/her practical experiences gained from his/her prior engagement in the successful accomplishment of NSW implementations in other countries;
- c) Assist the PIU in providing advice and guidance in the area of Application to Application Interface (API) development, Solution design, Enterprise Architecture and Change Management;
- d) Assist with developing policies and procedures for the activities of the PIU;
- e) Assist the PIU with the necessary steps towards the formation of the BNSW operating entity (presently envisaged as the NSW Directorate under NBR), e.g. define plan for transition of PIU personnel and facilities as the project moves from a 'development and implementation phase' into an 'ongoing operations phase';
- f) Provide critical inputs to the PIU on the referred PMQA work products in a time-sensitive environment;
- g) Assist with PIU's oversight on the development of an overall Program Management Plan with sub-project plans for each program component;
- h) Provide basic training to selected PIU personnel from his/her proven experience in good practice project management methodology;

- i) Assist with procurement and planning of delivery of products or services required, e.g. equipment, infrastructure, software, training, publicity, technical assistance;
- j) Assist the PIU, with his/her proven record of producing high quality work planning, in the roll-out to participating Certificate Licensing and Permit Issuing Agencies (CLPIAs);
- k) Assist with development of technical specifications for remaining functional components of BNSW, in particular, interfaces with legacy systems and ASYCUDA World;
- l) Provide advice with development of user guides, training materials, system documentation and other technical artefacts;
- m) Assist with developing methods and procedures for medium- and long-term budgeting;
- n) Assist with management of PIU's oversight (from an ICT technical perspective) on the legal framework, implementation of risk management in CBRAs, BPA/BPR<sup>1</sup> to ensure due supervision and gain necessary acceptance for implementation as part of the overall program;
- o) The extent to which they may relate to the operation of the BNSW and where instructed the PIU, provide advice in relation to issues relating to the operation of the ASYCUDA World, in particular, with regard to the operation of the risk management and valuation systems once RMS and VDB are in place; and
- p) The ITS will document any recommendations made in the course of providing the services and track any related consequential actions.

### **Institutional Arrangements**

The Consultants will work under direct control of the Project Director under the supervision of relevant Deputy Project Director. S/he will report directly to the Project Director/ relevant Deputy Project Director with close collaboration with other officials of the Project. The Consultant shall be accountable to the Project Director/ relevant Deputy Project Director for his/her day to day activities.

NBR will provide working space and office consumables for the expert at PIU premises in Dhaka. All international travel, city transportation arrangements, and accommodation will solely be the Consultant's own responsibility. If necessary, NBR will assist in finding accommodation during his stay in Bangladesh.

NBR may provide further reasonable assistance for Visa and other activities in connection with carrying out his responsibilities under the project scope, upon the request.

The ITS will be paid a negotiable consolidated remuneration inclusive of all applicable Tax and VAT as per law of Bangladesh.

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<sup>1</sup>BPA: Business Process Analysis; BPR: Business Process Re-engineering

The language of the project and all reports shall be English and translation or interpretation to/from Bangla will be provided, if necessary, by the PIU.

The ITS will submit a brief monthly Progress Report (applicable only if his/her input is provided to the project in that month) to the PIU and the designated team detailing the progress of all activities and any impediments encountered that may jeopardize the good progress of the project.

PIU will provide the ITS with access to documents relevant to the assignment, including previous studies, legal texts and regulations, etc. and will assist in facilitating meetings with key counterparts.

## **1. DURATION**

Duration of the consultancy services would be for 70 days tentatively over the period of 36 months.

### **Qualifications**

The ITS will have 10+ years of international professional experience as a Project Manager or other leading positions in projects involving implementation of large-scale ICT technology in the public/private sector.

The ITS will have acted in the role of Team Leader in at least one project in the past 8 years, involving the preparation of a National Single Window comprising the definition of all the technical and institutional components of such a program.

The ITS will be primarily qualified and experienced in designing and implementing the ICT components of programs in the domain of public governance. However, he/she should also demonstrate a strong awareness of all the institutional aspects of a large ICT implementation (e.g. change management, capacity building, business process re-engineering, legal framework, governance) and demonstrate experience of building and managing multi-disciplinary plans.

The ITS should have, as a minimum, post-graduate qualifications in ICT related disciplines and experience of structured project management methodologies such as PRINCE/2 or similar.

Experience of working with the public sector in developing countries is essential and specific experience of working in public sector projects with Customs, NSW and/or other trade-related government agencies highly desirable.